



Operations Director

Billerica, MA

ABOUT WALDEN

Walden is New England and New York's leading brand of sustainable, locally raised meat, distributed directly to thousands of households as well as wholesale channels. We are a growing 4-year old mission-driven startup 'making local work' by reinvigorating local agricultural economies, in support of healthier animals, soils, and communities. We are taking on many 'crazy' challenges - owning cattle, last mile delivery, our own fulfillment, balancing whole animal sales - all of which are complicated optimization problems that we are passionate about solving. If you like complicated problems and ambitious missions, we'd love to meet you.

Responsibilities:

- Managing multiple departments in a warehouse fulfillment environment
- Monitoring staff performance and providing motivation
- Supervising inventory movement
- Developing and maintaining a safe work environment
- Reviewing forecasts and allocating resources to successfully complete objectives
- Creating a positive team dynamic that encourages all associates to adapt to the ever-changing business, and stay focused on the customer experience
- Proactively identifying and leading process improvement initiatives
- Hiring, training, and managing hourly staff, including, but not limited to, providing input on hiring, training, evaluating, and developing team members
- Driving performance and process changes to drive operational efficiency and quality customer service

Qualifications:

- Demonstrated experience managing people and teams, preferably in fulfillment/logistics/distribution-focused role
- Hands-on, "get-it-done" attitude; comfortable taking ownership and executing changes based on sound research; must also be able to adapt quickly and make changes in short period of time in start-up environment
- Ability to analyze, root cause and report up issues effectively
- Excellent planning and organizational skills
- Proactive and collaborative approach; service-oriented

Requirements:

- BS degree in business administration, manufacturing, supply chain... or equivalent work experience.
- 2-5 years of related experience working in management, warehouse, or logistics capacity
- 1-4 years supervisory/management experience
- Highly detail-oriented with experience with developing/documenting procedures
- Microsoft Office Proficiency (i.e. Excel, Word, PowerPoint, etc).

Valued attributes and skills:

- Insanely detail driven
- Passion for our mission and sustainable agriculture/ food
- Food industry knowledge

- Willingness to get hands dirty and jump in to do whatever needs to get done
- Experience at a startup or young company
- Excellent communicator & ability to deliver customer service above and beyond expectations
- Creative, problem-solving ability
- Knowledge of Six-Sigma and/or Lean Manufacturing techniques

COMPENSATION

Commensurate with experience, plus bonus, healthcare, 401(k), vacation, and other benefits. If interested, please email a cover letter & resume.