



Fire Safety Solutions Canada Ltd. is looking for candidates to perform the following duties:

Operations Manager

Location: Onsite - 30 Macintosh, Unit #1, Concord ON, L4K 4P1

Salary Range:

- \$90k-120K/year salary
- A bonus of \$40,000 for achieving budgets
- Company vehicle
- RRSP/DPSP pension matching plan
- Medical and Dental benefits

Position Overview:

The Operations Manager is the key to fulfilling promises made to clients. The company's brand and financial performance rely on the proper planning and execution of the responsibilities of this role.

The Operations Manager develops and leads all key operations department employees and oversees the overall execution of the company's strategic plan.

Skill Set & Experience

- Minimum five years of experience in organizational leadership
- Knowledge of CRM systems
- Fire Alarm Industry experience is an asset
- Project Management Institute (PMI) Certification is an asset
- Licensed Technician, Sprinkler Fitter, or P Eng. is an asset

Deliverables & Accountability:

- **Deliverable 1: Annual Revenue - Produce \$7.8MM in revenue for 2024**
 - Follow Standard Operating Procedures (SOPs) for all Projects and Services. Continue to develop and improve on all operational SOPs
 - Manage and oversee the Project and Service Teams.
 - Provide direction, support, and accountability to the Project and Service Supervisory teams to maintain Key Performance Indicator (KPI) performance toward the company's goals and standards.
 - Complete Goal Setting and Review (GSRs) with Supervisors to ensure goals are met at profit minimums.
 - Report on plan vs. actual tracking (i.e. Confirm Revenue Targets - Goals vs. Actual per day)
 - Ensure all jobs are closed daily for invoicing, progress invoices are sent as per schedule of values, and large project invoices are sent monthly as a minimum.

Project Accountabilities

- Review Gross Profit performance on an ongoing basis through the Supervisor's GSR process to problem-solve issues.
- Ensure the Project Management processes are followed and optimized within the projects department.

Service Accountabilities

- Use Weekly Service Meetings to ensure the Service Team has an optimized schedule based on short and long-term profit priorities.



- Ensure a steady flow of inspection/PMA execution each month, and that all inspection reports are received no later than the following week
- **Deliverable 2: Gross Profit - Maintain an average Project rate of 40%, Service rate of 65%, and an overall rate of 48%**
 - Follow SOPs for all projects and services.
 - Enter all costs into accounting software.
 - Keep material costs for Projects below estimated value.
 - Attach a Purchase Order (PO) number to every service job. Ensure all vendors are using the mandatory PO system.
 - Cut costs by keeping a close eye on consumption and waste.
 - Provide the final project budget to compare with the original sale and change orders. Review with the appropriate supervisor upon completion.
 - Identify any mistakes on completed projects and note potential operational changes that prevent future issues.
 - Maintain a Tool Time Efficiency Rating (Sold vs. actual working hours) of 35%.
- **Deliverable 3: Efficiency Rate - Maintain an average of 97% (less than 3% callbacks)**
RETURN TRIP REQUIRED
 - Ensure proper job handover meetings are happening from sales department as per SOP.
 - Oversee all material delivery dates and backorders with suppliers, ensuring alignment with project start dates.
 - Ensure all equipment rental delivery dates align with project start dates.
 - If issues or changes arise to the schedule or delivery dates, communicate with the client.
 - Oversee client communication regarding issues or changes to the schedule or delivery dates.
 - Confirm all inspections are completed accurately and during the appropriate phases.
 - Oversee all permitting.
 - Confirm closeout documents are sent for all jobs.
- **Deliverable 4: Client Satisfaction - Maintain an average score of 90%**
 - Oversee calls to clients when scheduling adjustments must be made.
 - If issues arise, assist clients in de-escalating any frustrations. Operations Managers are approved to solve any problem with a client under \$1,000 before requiring approval. Wherever additional money is spent or given away, file a report and address it in the next GSR Meeting.
 - Communicate with clients regarding feedback on performance, asking them to rate the service and experience.
 - Send surveys and Google Reviews to every client with at least 5 new 5-star ratings per Electrician per month.
- **Deliverable 5: Training & Professional Development – Maintain an average supervisor-assessed score of 3/5 on Competency Models**
 - Support positive employee relations and company culture through accountability of employee adherence to policies and procedures.
 - Support employees through coaching, professional development, team meetings and Goal Setting and Review (GSR) Meetings. Competency Models in each role's SOPs are the benchmark for determining where knowledge, skill or training gaps exist in an employee's development.
 - Foster an environment where company values are held paramount.
 - Maintain continuous professional career development through GSR Meetings, memberships in professional organizations, and enrollment in technical courses



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related to the industry. Achieve a competency level average of 3/5 on Competency Models.

Why Join Us: Joining [FSS] means becoming part of a dedicated team that prioritizes safety, quality, and innovation. We offer a competitive salary, a comprehensive benefits package, and ample opportunities for professional growth and development within a thriving and dynamic industry.

Note: Only shortlisted candidates will be contacted for further assessment. Also, we highly encourage applications from people with disabilities.