

Director of Supply Chain & Customer Service

Location: Bailey Metal Products Limited – Concord, ON

Department: Business Development

Reports to: Senior Vice President

Position: New



About Bailey

Founded in 1950 by Sam Bailey, The Bailey Group of Companies (BGC) is a Canadian industry leader company with manufacturing locations in Ontario, Quebec, Alberta, and British Columbia, producing roll-formed products and providing steel slitting services for the commercial and residential construction industry. The BGC was a family-owned and operated company, that has been passed down through generations. Our growth over the decades resulted in our long-standing partnership with Saint-Gobain which led to BGC recently joining the Saint-Gobain organization. Our people, products, and industry are our pride while innovation and our customers are at the core of our business. Our associates are the key to achieving our vision of being the leaders in this industry, which is why we work hard to create a safe and healthy work environment where associates can achieve growth and development. Apply now, for this exciting opportunity!

Why Join Our Team?

- Market competitive remuneration package
- Employer-paid comprehensive benefit package
- RRSP matching program
- Education support program
- On-the-job training
- Employee referral program
- Personal protective equipment allowance

Position Summary

The Director of Supply Chain & Customer Service will have primary responsibility for providing strategic leadership as well as day-to-day management of materials planning (demand & supply), logistics, and customer service functions in order to maintain and ensure excellence. The focus of the position is to lead supply chain and customer service to ensure that the business delivers industry-leading customer experience, achieves profitable revenue growth, expands into new markets, and manages costs. The Director of Supply Chain & Customer Service will be responsible for managing corporate Supply Chain and Customer Service functions across all branches nationally.

What you'll do:

- Oversee all aspects of the corporate supply chain including material planning, third-party sourcing, scheduling, and logistics
- Provide a clearly defined supply chain strategy to ensure that the business achieves world-class customer service, and profitable revenue growth, supports expansion into new markets and builds on its position as the industry leader
- Develop and promote superior Customer Service experience.
- Work closely and effectively with Sales and Operations to resolve issues and develop new ideas and strategies to improve customer service with a balanced focus on service, costs, and production efficiencies.
- Perform as a conduit to the business for the Senior Vice President, as well as the entire Executive, providing regular updates, and acting with authority, to keep the business running smoothly
- Help align the organization to defined strategic and operational objectives by setting goals and targets and leading their adoption

What you'll need:

- A minimum of 10 years of Supply Chain & Customer Service management experience in progressively senior positions with demonstrated success in driving optimization and best practices
- Successful track record helping to structure multi-site, customer-focused manufacturing businesses for growth
- A seasoned people leader, with experience building and overseeing multi-functional teams
- Experience leading an organization through a cultural transformation to being more formally structured and goal-oriented, while maintaining the organization's unique core values and beliefs
- Strong business acumen, analytical, financial, and P&L skills
- Superior communication skills with the ability to deftly communicate ideas, as well as interface with multiple internal and external stakeholders
- Demonstrated analytical abilities and the capability to relay new business concepts to a broad range of partners and stakeholders

Working Conditions:

- Able to work overtime as required.
- Meet all safety requirements.
- Work as a Team Member in all situations.
- Must be able to complete all work assigned correctly, with a high-quality standard, and in a timely manner.

Learn more about us at <https://www.bmp-group.com/>. To apply, submit your resume to recruitment@bmp-group.com with the position title included in the subject line. We thank all applicants for their interest, only those selected for an interview will be contacted.

We are an equal-opportunity employer committed to providing and maintaining a fair, equitable, and diverse workforce. All qualified candidates are encouraged to apply. Applicants should advise Human Resources if they require any type of accommodation during the recruitment process.



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