



VP of Operations

Summary

Responsible for supervision of all operations, dispatch, and warehouse department functions. Maintain daily scheduling, employee reviews, warehousing, dispatching, recruiting and training of employees. Maintain Quality Corporate Performance with a CPA score (Customer Performance Average) score of 4.6 or better.

Essential Duties & Responsibilities

- Responsible for budget planning, driver recruitment and fleet retention
- Responsible for quality control
- Oversee local operations, interstate dispatch, and logistics departments
- Prepares and recommends for management evaluations
- Enforces compliance with administrative policies, procedures, safety rules and government regulations
- Directly investigates into causes of customer or shipper complaints and responds accordingly
- Oversee fleet & facility maintenance to ensure safety and governmental compliance

Other Duties

- Confers and cooperates with other management personnel in formulating administrative and commercial operations policies and procedures
- Reviews and analyzes expenditure, financial and operations reports to determine need for increases in fares or tariffs, expansion of existing schedules, or expansion of routes. Help set pricing parameters both from a tariff perspective, as well as job y b job basis
- Recommends capital expenditures for acquisition of new equipment to increase efficiently and services of operations department
- Recruit employees and owner operators, as well as coordinate and conduct training for these positions
- Negotiates contracts with equipment and materials suppliers as well as working with vendors to ensure product is always available

Sales Responsibilities

- Works with sales logistical issues as well as assisting on site surveys and walkthroughs
- Studies and standardizes procedures to improve efficiency of subordinates
- Oversee, plans and directs all aspects of facility management

Supervisory Responsibilities

Manages up to five subordinate supervisors who supervise a total of 40-80 employees on the local crew, warehouse, operations, and logistics. Is responsible for the overall direction, coordination, and evaluation of these units. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.