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## Position Description

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### *Overview*

*Job Title*      **Operations Manager**  
*Location*      **Houston, TX**

### *Details*

The Regional Operations Manager will be responsible for the overall management and safe operation of the Lubricants Warehouses in Houston, Dallas and Tyler. This position will report directly to the Lubricants Vice President. The role will be responsible for leading and managing, but not limited to, Lubricants delivery and operations, facilities management, emergency response and contaminant handling, operational logistics and maintenance. The Regional Operations Manager will provide technical assurance for the efficient and optimum running of platforms and related facilities. The role will require a customer focused individual with an ability to grow a loyal customer base through superior service.

### **Primary Responsibilities**

Responsibilities for the Regional Operations Manager include but are not limited to:

- Strong technical ability with respect to operational and management of logistics by coordinating lubricant deliveries.
- Oversee all warehouse and fleet operations in the Houston, Dallas and Tyler areas while assisting to maintain a safe working environment.
- Ensure that internal policies and government safety and regulatory standards are met.
- Develop a strong relationship with key accounts to maintain a high level of service and client loyalty.
- Effectively manage lubricant inventory control of bulk and package products and related back orders. This will include confirming that orders have been filled accurately, ensuring detailed documentation is maintained, and ensuring efficient on-time delivery of products to customers.
- Supervision and support for up to 3 direct reports, service reps/drivers and warehouse support.
- Anticipate, identify, prioritize and resolve/eliminate problems through effective delivery planning and scheduling.
- Will provide leadership and build a strong team environment.
- Assist in learning, teaching and role modeling proper customer service and will ensure the overall customer's experience and service meets or exceed established Company standards.
- Other special projects as assigned.



### **Talent Profile**

- **Communicates Articulately** – Communicates effectively with individuals from a variety of backgrounds. Uses business acumen appropriately and is able to communicate complex information effectively in conversation, meetings and on the phone.
- **Listens Actively** – Actively listens to others' questions, concerns and input. Takes time to understand the points without interrupting. Asks questions as appropriate and clarifies understanding.
- **Maintains Order and Accuracy** – Demonstrates a need to reduce unnecessary variance in processes. Established and/or follows protocols and procedures.
- **Demonstrates Flexibility/Resilience** – Adapts to and works effectively with a variety of situations/individuals/groups. Modifies plans or work style to adapt to situational demands. Bounces back effectively from stressful and difficult experiences and develops alternatives to achieve goals.
- **Embodies Organizational Image** – Supports and actively promotes the organization. Positively reflects the organization's core values internally and externally.
- **Manages Work Effectively** – Translates goals into tactics and specific steps. Establishes appropriate timelines and sets clear priorities.

### **Primary Qualifications**

- **Education** – High school diploma required, Post-secondary education preferred in a related field.
- **Experience** – Minimum (10) years of Operations Management, Vendor Management and Customer Service experience. Knowledge of lubricants and other petroleum derived products in the oil industry is an asset.
- **Skills** – Customer Service skills and DOT Compliance experience. Computer and data management skills are required, including Microsoft Office knowledge. Forklift certification or a willingness to operate a forklift would be an asset.
- **Must hold a valid drivers license** – Commercial License would be preferred.

### **About the Company**

Family-owned and operated since 1932, this organization has grown from a single gas station to a leading national distributor of petroleum products and services to the Automotive, Construction, Industrial, Marine, Oil & Gas, Petrochemicals & Refining, and Transportation industries.

As one of only 31 Shell Alliance Distributors in the country, they carry the leading brands in the industry and stock 500,000 gallons of bulk and packaged lubricant products in almost 150,000 square feet of warehouse space. With an extensive fleet of bobtails, tractor-trailers, and flatbed trucks throughout Texas, they handle lubricant, fuel, and environmental services needs throughout Texas, along the Gulf Coast, or across the U.S.



### **About Us**

Cutting Edge Connect is an executive consulting firm with the goal of bringing talented individuals into quality organizations.

To speak with us directly, please contact:

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Phone: 224-433-6182  
lisa@ceconnectinc.com

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### **Why work with Us?**

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