

ROASTERY OPERATIONS MANAGER



Job Purpose Summary:

The Roastery Operations Manager oversees the general operations of a Roastery, manages private label customers, and ensuring compliance with regulations. The Roastery Operations Manager manages the Fulfillment and Shipping Manager, Fulfillment and delivery Specialist, and the Production Manager.

Reports To: VP of Human Resources and Operations

Direct Reports: Fulfillment and Shipping Manager, Production Manager

Status: Full Time

Responsibilities:

Production & Operations

- Provide direct supervision to Production Manager, Shipping and Fulfillment Manager, and Fulfillment and Delivery Specialist.
- Oversee general operations of the Roastery
- Assist Purchasing/Inventory Manager in determining when and how many pre-printed bags to order.
- Order labels from Logo Label, conduct label inventory counts when necessary.
- Oversee certain aspects of our relationship with our private label customers. Coordinate with Director of Coffee and Fulfillment/Shipping Manager when necessary. Including:
 - Maintaining all supplies need to process orders
 - Supervising Shipping/Receiving to ensure that all orders are properly processed in a timely manner
 - Working with private label staff to troubleshoot any problems that arise with Shipstation.
- Manage other Private Label customers, create/oversee processes that are executed by Production Manager/Shipping & Fulfillment Manager
- Facilities Management
 - Coordinates warehouse storage (i.e. Working with Purchasing and our vendors/customers to ensure we have sufficient space to operate efficiently)
- Forecastes what's needed in packaging, fulfillment, and roasting with Director of Coffee and Head Roaster specifically around the holidays and promotions.
- Create and implement SOPs for production/shipping/delivery
- Oversee setup of new systems and equipment in production and fulfillment
- Fill in for Production Manager when necessary.
- Manage SOP's for Roaster Tools for production and roasting integration

- Coordinate with Purchasing and Inventory Manager to schedule Cold Brew Production and cold brew pallet deliveries
- Facilitate the resolution of maintenance issues for production and fulfillment equipment

Compliance

- Conduct monthly regular inventory counts for fulfillment customers and JVG in concert with Purchasing Manager
 - Ensure compliance with Organics, FDA, and NC Dept. of Agriculture
 - Submit new organic items for approval, maintain organic compliance with assistance from Head Roaster and Production Manager.
 - Run a trace back and an In and Out exercise once per quarter, both organic and conventional. Run a mock recall once per year.
 - Create and oversee sanitation schedules and documentation.
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Job Requirements

- This position requires 37-44 hours per week.
- Strong self-motivation and ability to work independently
- Ability to prioritize and manage time effectively.
- Excellent communication and collaboration skills
- Prolonged, frequent ingestion of coffee, tea and other caffeinated beverages
- A valid NC Driver's license
- Criminal background check as required by JVG's institutional partners
- Proficiency with spreadsheets and overall proficiency with web/net based platforms
- Ability to work occasional nights and weekends
- Ability to work on call
- Ability to lift 50 pounds or more
- Prolonged periods of constant repetitive motion

*Please note this position prohibits the wearing of perfumes, colognes, or fragrances.

*All Joe Van Gogh, Inc. employees are subject to a 90-Day Probationary Period.

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