**INDUSTRIAL REVOLUTION**

At Industrial Revolution we are a collection of people, brands, and products sharing the singular purpose of making life outside more enjoyable. As a privately held company, we choose to model a work/lifestyle that ensures our bottom line is defined by more than numbers alone. We believe that innovation and a focus on sustainability sets us apart; and we believe that relationships matter; with our colleagues, customers, vendors, and distributors. At the end of the day, it’s our goal to Make Happy Campers. Learn about us and our portfolio of Award-Winning products here: [www.industrialrev.com](http://www.industrialrev.com)

**JOB OVERVIEW: VP of Operations**

The VP of Operations will lead the end-to-end global supply chain while identifying ways to improve efficiency and customer satisfaction in a rapidly growing business. The VP of Operations provides people leadership to the Supply Chain, Logistics, and Customer Service teams while working collaboratively across functions including Sales, Marketing, Finance, and Product Development.

The VP of Operations is accountable for building future supply chain capabilities and infrastructure to commercialize products, ensuring a robust, resilient, and secure flow of inventory to customers through the product life cycle. This position includes all elements of the global supply chain from demand/ production planning, transportation, inventory management and distribution of IR product (B2C and B2B including mass retailers, specialty retailers, online distributors, and international distributors). Developing efficient and sustainable operations poised for scale, ensuring customer deliverables are met, and logistical and customer issues are mitigated are the core functions of this leadership position. The VP of Operations will also work across leadership and teams at all levels of the company, as well as substantial contacts with vendors, third-party logistics suppliers, and key customers. The ideal candidate will require a level of mastery of all aspects of customer service, logistics, traffic, customs, hazmat, and distribution/supply chain.

**RESPONSIBILITIES**

* Responsible for directing and developing high level aspects of the customer supply chain and service activities, including order management, warehousing, inventory management, invoicing, logistics, EDI and distribution/fulfillment activities for Industrial Revolution’s growing business.
* Serves as part of the IR Executive Leadership Team and leads an organization of 15 people; comprised of Supply Chain, Logistics, Warehouse, Assembly, and Customer Service employees.
* Directs activities for both domestic and international customer service and fulfillment functions, ensuring that both domestic and imported goods inventory decisions are effectively coordinated and that customers receive goods in a timely and cost-effective fashion.
* Manages expense budget of $2M+ including Facilities, CS, Operations, and Manufacturing.
* Directs customer service and supply chain policies and activities, with responsibility for people management and development. Decisions will impact the entire organization, and errors can cause significant delays, inefficiencies, and expense to the organization.
* Responsible for guaranteeing compliance to government and U.S. Customs laws and regulations.
* Defines long range plans in alignment with both product and network strategies - determine what mix of inventory, capacity, or lead time buffers are needed to secure supply and manage upside and downside risk.
* Engaging with internal stakeholders to drive integrated teamwork.
* Developing innovative supply chain strategies that promote sales growth, improve service, and provide an enhanced customer experience.
* Manages contract negotiations with international manufacturing organizations and logistics providers.
* Contribute to the development and elevation of a positive team-focused company culture. Proactively seeks to develop team members.

**REQUIREMENTS**

* 10+ years of previous of logistics, transportation, customer service, and/or distribution experience including management of 5+ direct reports.
* Bachelor’s in supply chain management, business, and/ or engineering (or equivalent work experience).
* Experience using ERP systems preferably MS Dynamics NAVISION (NAV).
* Financial acumen, ability to plan and manage department budgets.
* Experience and exposure to a range of cultures and partnerships domestically and internationally.
* Eagerness and capability in identifying opportunities, finding solutions, executing plans, and evaluating results critically. Expertise with Lean/Six Sigma and process improvement.
* Leadership skills promoting team empowerment, development, and performance.
* Ability and interest in challenging status quo and bring new thought leadership to enhance current approaches and influence emerging supply chain and customer service strategies including fulfillment, technology, and planning.
* Proven ability to effectively develop, communicate, and gain support for execution of plans and strategies with a wide range of stakeholders.
* Planning and management capabilities, able to see big picture, well-organized, focused on results, capable of managing multiple projects, excellent time management with respect to priorities and self-management.
* Flexible and adaptable in constantly changing environments and growing organization; Able to lead and move organizations forward with environmental and organizational ambiguity. Possesses a bias for action and displays a sense of urgency.
* Alignment to Industrial Revolutions Core Values: We Search for Truth, We Act with Passion, We Value Positive Collaboration, and We Strive to Make Things Better.

The position is located in Seattle and reports directly to the President of Industrial Revolution.

*Industrial Revolution is an Equal Opportunity Employer, and we prohibit discrimination or harassment of any kind. We are committed to fostering an environment where ALL people are welcome and supported. We respect and value different experiences and viewpoints. We act respectfully toward one another and embrace diversity of people and ideas. Having a diverse workforce made up of team members who bring a wide variety of skills, abilities, experiences, and perspectives is essential to our success. Creativity and innovation flourish in an environment of openness, inclusion, and mutual respect.*