

TOP SHELF

CLOSETS & GLASS

9719 63 Avenue, Edmonton, Alberta T6E 0G7 / <https://www.tscg.ca>

Who We Are:

At ClearPath group of Companies, we take pride in transforming spaces with our diverse range of high-quality glass products. Since 2006, our strategic partnership with Top Shelf Closets & Glass Inc., has positioned us as leaders in the manufacturing and installation realm of all glass products with new home builders, renovators, infill specialists and retail clients in & around Edmonton. Our expertise lies in providing and installing both locally crafted glass products as well as competitively priced options from overseas, ensuring we continue to provide our customers with superior quality and the best pricing in the industry today. Our endeavor has always been to match our product and service levels with the needs of the customer. Within the business, we are sub-divided into two categories, Builder and Full Service. Our offerings extend to include shower door enclosures, custom closets, mirrors & glass railings, room dividers, euro & melamine shelving, and cabinetry solutions. As industry leaders, we are dedicated to innovation, craftsmanship, and delivering exceptional customer service. Join our team and become part of a dynamic company that values integrity, creativity, and teamwork.

Learn more about us *here*: <https://www.tscg.ca>

General Manager - Operations

What are we looking for:

We are seeking an experienced General Manager, Operations to lead our business enterprise in Edmonton. The ideal candidate will possess exceptional leadership skills, strong interpersonal abilities, business insights and a passion for expanding our brand image in line with the vision for Top Shelf Closets & Glass Inc. This role is ideal for someone with a strong foundation in managing teams and processes within the glass industry, who is prepared to take on strategic challenges and propel our company's expansion.

Core Responsibilities:

- **Leading the Pack:** You will be a thoughtful leader and a confident decision-maker. This role will require you to oversee the entire production process, guiding managers, supervisors, and staff towards achieving the company's collective set goals. Your leadership will inspire a culture of collaboration, accountability, and continuous improvement.
- **Formulate Strategy:** As the Head of Operations, you would provide necessary oversight and formulate governance strategies to manage people and establish policies to optimize the strengths of every department, be it Sales, Service & Installation, Production, Purchase, Logistics, etc.

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- **Operational Excellence:** Day-to-day, you will provide necessary oversight to improve efficiencies on production schedules, inventory management and quality control. By setting and monitoring key performance indicators (KPIs) for every team member, you will ensure our employees stay relevant & perform their ultimate best on-the-job.
- **Keeping High Quality Benchmarks:** You will engage with internal teams to ensure a focused approach to producing high quality products and top-notch service. This will foster a culture of strong relationships with our suppliers, customers and other connected stakeholders, ultimately building a place that strives for shared success.
- **Problem-Solving:** You will work with managers to address challenges faced by departments in their day-to-day interactions. You will acquire the necessary functional expertise to guide them through operational roadblocks.
- **Health & Safety:** You will stay committed to maintaining a safe work environment, ensuring the production staff adhere to the set safety and regulatory requirements as per labour laws.
- **Hiring Talent:** You will be actively involved in the hiring decisions of the firm and be responsible for bringing the right talent into the organization.
- **Business Contingency Planning:** You will remain on top of market forces impacting the business and make judicious decisions in connection with planning for people, production, warehousing, and changing customer preferences. You will harness the benefits of our strategic connections and make decisions in the group's best interest.
- **Succession Planning:** You will work with respective departments to nurture and mentor high performing managers, preparing them for larger leadership roles in the future. You will invest time in developing a succession plan for them within the next 12-24 months.

Qualifications & Role Requirement:

- **Academic:** Bachelor's Degree in Business Administration, Engineering or related field preferred. A Master's Degree would be a plus.
- **Experience:** Demonstrated success of at least 8 years in business operations within the glass industry or a fresh set of eyes from an allied industry.
- **Leadership Skills:** Strong leadership abilities with a track record of building lasting relationships within the industry. You excel in creating a collaborative and supportive work environment.

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- **Communication:** Excellent interpersonal communication and negotiation skills. You thrive on building rapport and trust with customers and colleagues alike.
- **Delegation and Empowerment:** Ability to empower managers by effectively delegating tasks to foster people development.
- **Flexibility and Adaptability:** Ability to adapt to changing priorities and thrive in a fast-paced, dynamic environment. Willingness to travel within the province as needed.

Why You Should Come and Work With Us:

- On-the-job training and a supportive work environment.
- Full group benefits including dental and paramedical coverage, ensuring you and your family's well-being.
- Competitive package and performance-based approach to success and growth.
- Access to opportunities for career development and advancement within the organization.
- A talented team with a collaborative and inclusive culture where every contribution is valued and celebrated.
- An opportunity to grow and expand within an exciting group, a group that has a defined strategic plan for growth and opportunity for its stakeholders.

Job Type:

Full-time, Permanent role

Working Hours:

40-hours per week, weekends as required

If you are ready to bring your passion for sales and leadership to Top Shelf Closets & Glass Inc., we invite you to apply for this exciting opportunity.