

## Operations Lead Duties

- Prepare and help lead Monday team meeting
- Meet w/ Paul weekly to discuss confirmed projects
- Create template project files in Trello
- Maintain Trello files in an organized fashion and update as needed
- Establish estimated deadlines for projects
- Distribute projects to the makers' queues
- Create individual lumber lists per project in trello files
- Purchase all lumber/sheet goods/hardware/etc. for projects
- Purchase all shop consumables needed
- Maintain relationships with vendors
- Establish tax exemption status with all vendors
- Track materials in transit and label when received
- Keep the workshop makers informed of when to expect larger deliveries
- POC for all freight orders inbound and outbound
- Assist Paul in purchasing for all outsourced commercial tops
- Purchase all materials needed for commercial projects
- POC for commercial projects
- Maintain all residential and commercial timelines and fit the production schedule accordingly
- POC for clients in regards to timeline, sample approval, outstanding information needed
- Get quote and set up freight pick up/delivery for residential projects
- Create install sheets for clients receiving tables via freight and delivered in crate
- Create install sheets for commercial projects
- Create itinerary for all in house commercial installations
- On site lead for in house commercial installations
- Responsible for renting, picking up, dropping off additional vehicles when needed
- Create samples based on clients requests
- Responsible for mailing samples to clients at the post office
- Problem solving w/ makers' (joinery/finishing)
- Log, organize, & maintain work orders completed by makers
- Track labor & material cost per project
- Track and organize profit analysis for all residential projects
- Track and organize profit analysis for all commercial projects
- Look for trends both positive and negative in profit analysis
- Report any atypical findings in profit analysis to Paul
- Discuss w/ maker & Paul solutions to limit negative findings in profit analysis
- Analyze and problem solve solutions for any repairs needed from client inquiries
- Input repair jobs into production schedule once plan is developed
- Coordinate delivery days/times with all clients
- Create delivery route for each delivery day
- Assign delivery personnel for each delivery day
- Attend deliveries when needed
- Help resolve solutions for clients with concerns/issues
- HR department for makers complaints/conflicts/team disagreements
- Develop new efficiencies within the workshop, production flow
- Brainstorm new business ideas (change in materials, ways to cut cost, etc.) with Paul