



## Operations Process Manager - Manchester, CT

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### WHY JOIN IMCORP

IMCORP is an award-winning, multi-faceted company offering excellent career opportunities in a dynamic and fast-paced work environment. Our leading-edge cable diagnostic technology delivers precise and cost-effective solutions that maximize our customers' success. We seek talented and dedicated people who want to join an exciting, high-growth company with a strong financial foundation. If your ideal is to work at a place where people listen to your ideas, respond quickly and work together to achieve the highest standards, IMCORP is for you. Join us, and be part of a creative team that is revolutionizing the energy industry. Your work will build a robust future for our customers, environment and communities.

#### Awards:

Top 34 Fastest-Growing U.S. Engineering Firms 7 years in a row – Inc. Magazine

Top UCONN Start-Up Company

Best Places to Work– 2014, 2015,2016 & 2017

#### Benefits:

Competitive pay

Top-notch benefits, including medical/dental/vision/disability insurance, paid time off/holidays, retirement plan, Flex Place program, tuition reimbursement and more

### POSITION OVERVIEW

Bring your commitment to excellence, focus on results and leadership skills to our Operations Team. You will manage our training program, including safety for our growing staff of over 30 Field Supervisors and Field Engineers. In addition, you will be responsible for the performance of our fleet of 35 Mobile Diagnostic Units and the tech equipment light manufacturing by IMCORP that is used within. You'll be accountable for planning production schedules, administering supply requirements and assigning staff. Every day, you'll find both challenge and variety, as you integrate your expertise in production, quality, safety and training. You will develop teams, systems and organizational capability for safety, field associate learning, and continuous production improvement. This role, which reports to the Vice President of Operations, offers the rare opportunity to combine hands-on management, analytical insight and creativity.

### REQUIREMENTS

- Associate's degree in engineering, business or related field
- Bachelor's degree in related field a plus
- 8 years of related experience
- Expertise in electro-mechanical technology strongly preferred
- Ability to coach, mentor, develop and lead individuals/teams
- Ability to communicate ideas and information clearly and effectively (oral and written)
- Organizational and technical change management skills
- Familiar with management of production processes and operational systems, best practices, and fleet management
- Knowledge of quality/excellence methods, such as six sigma, lean manufacturing and kaizen
- Past success in maintaining safe workplaces
- Past success in effective use of training administration, instructional design and skill development methods
- Advanced-level skills in Microsoft applications including Word, Excel, Outlook and PowerPoint/Ability to use computer-based tools for reports, email and for general communication

- Military experience a plus; qualified veterans and reservists strongly encouraged to apply
- Permanent authorization to work in the U.S.

## RESPONSIBILITIES

- Establish a culture of excellence in execution, continuous improvement, and communication for company production
- Lead training for field operations and supervise Operations on site operation production assignments
- Develop field associate training programs to facilitate employee development and safety compliance
- Ensure compliance with safety procedures, policies and regulations
- Assure timely delivery of mobile diagnostic equipment and fleet availability
- Monitor work, alter schedules to meet unforeseen conditions, and control flow of work to ensure maximum use of available capacity/effective use of labor, tools and equipment
- Provide prompt problem-solving for key issues, driving through from root cause identification to containment, problem resolution, and ensuring repeat issues are avoided
- Act as a team role model and change agent to influence team members partnering to achieve goals
- Ensure productivity, quality, and inventory accuracy goals are achieved through continuous process improvement
- Proactively manage risks/issues and mitigation efforts as appropriate
- Ensure completion of projects on time
- Confirm that processes are run in accordance with standard operating procedures, other documentation and best practices
- Create and maintain key performance indicator (KPI) action items to ensure progress is made
- Maintain inventory management best-in-class practices and serve as the subject matter expert for process improvements

## TO APPLY

Please send resume to [marcia.guzy@imcorp.com](mailto:marcia.guzy@imcorp.com).

## ABOUT IMCORP

IMCORP is the technology leader in underground power cable reliability. Our diagnostic technology locates existing cable system defects and determines future cable reliability. This performance-driven solution provides the most effective and efficient means to determine the reliability of new or aged cable systems. The IMCORP Factory Grade<sup>®</sup> technology has enabled rapid growth across industries around the world. From single phase 5kV to 500kV, IMCORP is setting the standard in power cable reliability.

IMCORP is an equal opportunity employer and considers qualified applicants for employment without regard to race, color, creed, religion, national origin, sex, sexual orientation, gender identity and expression, age, disability, or Vietnam era, or other eligible veteran status, or any other protected factor.

Qualified military veterans welcome.

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