

JOB DESCRIPTION

Director of Continuous Improvement

Position Summary

All members of the Sexton Family of Companies (SFOC) team will demonstrate respect and ethical conduct, will work safely, provide excellent service, and will work with the team to support superior performance in the achievement of both individual and company goals.

Reporting to the Vice President of Strategic Projects, the Director of Continuous Improvement will lead strategic initiatives to enhance operational efficiency, optimize processes, and foster a culture of continuous improvement across the Sexton Family of Companies. This role collaborates closely with the Senior Leadership Team (SLT) and Senior Management Team (SMT) members to identify opportunities, implement best practices, and deliver sustainable results that strengthen our competitive advantage and provide exceptional value to SFOC members and customers.

The position requires a blend of analytical thinking, business acumen, operational experience and functional expert knowledge. The successful candidate will develop plans, training programs, CI projects and manage to successful performance improvements across all businesses with SFOC.

Ultimately, this role supports the company's broader goal of digital transformation by aligning people, processes, and technology ensuring that the ERP system and related business tools deliver maximum value to the organization.

Key Responsibilities

1. Develop and execute a company-wide continuous improvement roadmap aligned with strategic objectives.
2. Partner with SLT and SMT members to prioritize initiatives that drive operational excellence with associated business performance improvements.
3. Engage with member companies to incorporate feedback into improvement strategies.
4. Lead cross-functional projects focused on cost optimization, service quality, and scalability.
5. Promote a culture of continuous improvement through training and engagement initiatives.
6. Establish achievable KPIs and dashboards to monitor performance and drive accountability.
7. Benchmark industry standards and integrate innovative practices into operations.
8. Support company strategic growth initiatives including acquisitions.
9. Ability to successfully implement change management with early wins as building blocks to a cultural foundation of strategic growth.

As a member of the SFOC team, employees may be requested to contribute to duties outside of the role's main scope of responsibilities as per required qualifications, licensing, and safety certifications.

Skills & Qualifications

- Bachelor's degree in Business, Engineering, Supply Chain, or equivalent experience.
- 8–10 years of experience in process improvement, operations, or leadership roles within any of distribution, retail, or manufacturing.
- Proven expertise in Lean, Six Sigma (Black Belt preferred), (or similar CI methodologies) and implementation of change management.
- Strong analytical and problem-solving skills with a data-driven mindset.
- Excellent communication and leadership abilities to influence at all levels, including external member organizations.
- Experience with reporting and analytics tools (Power BI, Tableau, or similar).
- Strong working knowledge of Excel, Power Query, and data transformation principles.
- Familiarity with ERP, POS and/or CRM systems and their operational functionality.

Competencies

- Strong analytical and critical thinking skills.
- Excellent written and verbal communication, with ability to present to non-technical audiences.
- Ability to manage multiple projects, prioritize tasks, and meet deadlines.
- Business acumen — understands operational and financial drivers.
- Collaborative team player with an interest in continuous improvement and digital innovation
- Strategic Thinking & Execution
- Leadership & Team Development
- Data-Driven Decision Making
- Customer and Member-Centric Mindset

Pre-employment Conditions

- Consent to and pass a pre-employment drug test (Policy C-14 Substance and Alcohol Abuse Prevention).
- Consent to and pass a satisfactory (soft) Credit Record Check.
- Execution of a Non-Disclosure, Non-Use, and Non-Solicit Agreement.