

Operations Manager | Retail Lumber & Building Materials

Location: [Branch Location]

Employment Type: Full-time, On-site

About Us

We are a retail lumber and building materials company focused on creating **exceptional backyard escapes**: custom outdoor spaces designed for relaxation, recreation, and connection.

Our customers come to us with ideas and aspirations. Our team helps turn those ideas into reality through great design support, reliable materials, and an outstanding customer experience.

We're not just selling lumber and bricks; we're helping people create spaces where they escape too.

About the Role

This is a **hands-on operations leadership role** focused on **accuracy, organization, and follow-through**. You will be responsible for ensuring that materials flow correctly, orders are fulfilled accurately, safety standards are upheld, and the team operates in a structured, professional, and accountable way.

This role is ideal for someone who:

- Notices what others miss
- Takes pride in getting things right the first time
- Brings calm discipline to busy environments
- Earns trust through consistency and standards
- Can rally a team around doing quality work, every time

Why TUDS Over a Big Box?

- You'll run your operation, not follow a corporate playbook from 2,000 miles away
- Your improvements get implemented, not buried in a suggestion box
- You'll work with owners who are hands-on, not a distant corporate office
- Your team will know your name, and you'll know theirs

Key Responsibilities

Yard, Warehouse & Inventory Operations

- Oversee daily yard, warehouse, shipping, and receiving operations.
- Ensure **high levels of accuracy** in material handling, inventory counts, and order staging.
- Use inventory management software to maintain clean, reliable data.
- Ensure materials are handled, stored, loaded and delivered safely and correctly.
- Identify errors, gaps, or inefficiencies and correct them before they escalate.

Team Leadership & Enablement

- Lead and coordinate a yard and warehouse team with clear expectations.
- Bring structure, clarity, and accountability to daily work.
- Galvanize the team around shared standards for safety, accuracy, and reliability.
- Coach team members to improve consistency and technical skill.
- Follow up closely to ensure work is completed correctly and on time.

Safety & Standards

- Enforce the company safety program without shortcuts.
- Ensure proper forklift operation and certification standards are upheld.
- Maintain a clean, organized, professional yard and warehouse environment.
- Ensure compliance with procedures, policies, and best practices.

Customer & Branch Support

- Support customer-facing interactions when operational clarity is needed.
- Work closely with sales and branch leadership to ensure smooth execution.
- Ensure the operations function enables, rather than slows, the customer experience.

What We're Looking For

Required Experience & Skills

- **Minimum 2 years** experience in **yard, warehouse, shipping, or receiving**
- **Minimum 2 years** team leadership or supervisory experience
- **Minimum 2 years** experience with **lumber and/or construction materials**
- Experience using **inventory management software**
- Customer-facing experience in a retail or distribution environment
- Demonstrated **high accuracy** in shipping and receiving
- Experience working within a **formal safety program**
- Forklift experience (certification preferred or willingness to obtain)

The Type of Person Who Thrives Here

This role is a strong fit for someone who notices when something is 2 inches off. You take pride in a yard that runs like clockwork:

- Has strong **discernment** and quickly sees what is working and what is not
- Demonstrates **tenacity** in following tasks through to completion
- Values rules, standards, and accuracy
- Is comfortable enforcing expectations and procedures
- Leads with quiet authority rather than force
- Builds trust by being thorough, consistent, and reliable
- Takes pride in high-quality work and disciplined execution

Who This Role Is Not For

This role is **not a fit** if you:

- Prefer loosely structured or highly improvisational work
- Are uncomfortable enforcing rules or safety standards
- Get frustrated by detail-oriented or accuracy-driven work
- Avoid accountability for errors or missed steps
- Prefer delegating without close follow-up
- Are looking for a primarily sales-focused or creative role

Physical Requirements

- Ability to perform heavy lifting on a regular basis
- Comfortable working outdoors in all types of weather conditions

What You Get

- A leadership role where quality and accuracy matter
- Direct exposure to ownership and involvement in operations decisions
- Clear expectations and the autonomy to meet them your way
- A stable, professional work environment
- The satisfaction of enabling exceptional customer outcomes
- Long-term growth potential within a values-driven company

Compensation

- **Base Salary:** \$50,000 – \$60,000 (scaled to store volume)
- **Performance Bonus:** Up to \$5,000
- **OTE:** \$55,000 – \$65,000
- Plus RRSP matching and benefits

As the store grows, so does your base—your success directly increases your earnings.

If you are someone who values doing things right and wants to be part of creating truly exceptional backyard experiences, we'd like to hear from you.