



Job Title: Production Manager
Department: Business Operations
Reports to: Director of Operations

Signature Supplements Inc. is currently seeking a **Production Manager** to lead our Laboratory Team and manage our organization's fulfillment process. The ideal candidate is a professional, technical, and business minded individual with the attention to detail and organization skills required to effectively implement and lead a production team, systems, and processes.

The Production Manager provides the business with clear guidance to ensure the lab operates smoothly and minimize risk. This role involves setting and meeting goals, creating workflow policies, and improving procedures. The right person has a strong moral code and sense of ethics. They are a flexible and adaptable team-player, have excellent people management and communication skills. If you are passionate about organization, appreciate production analytics, enjoy process improvement, and can handle fast paced and high-pressure situations, this is the opportunity for you!

Experience with natural health products and/or pharmaceutical manufacturing and/or compounding will be considered an asset.

Responsibilities:

- Provide strategic and tactical planning to the lab operations ensuring the priority production plan is executed efficiently.
- Verify accuracy of lab team activities including compounding, encapsulation, worksheet verification, and product release check point measurements.
- Review, manage and maintain Standard Operating Procedures (SOPs) and training programs for new hires, senior technicians, and supervisors.
- Ensure all day-to-day operations are managed by team scheduling, reordering supplies, and maintaining equipment.
- Lead Lab Supervisor team and organize regular training sessions to efficiently communicate procedure changes, reporting and updates.
- Work with Human Resources on staffing plans to ensure proactive recruiting, hiring, onboarding, coaching, and mentoring all production team members.
- Collaborate with quality assurance team on internal audits of business operations to ensure standards are met and consistently maintained including sanitation, environmental controls, records, material handling, lab operations and finished goods.
- Maintain a comprehensive understanding of all project types compounded in the lab as well as the raw materials, packaging materials and operations required in the compounding process including quality specifications and standards.
- Develop and implement production metrics for complex operations to better understand order fulfillment abilities, to track team performance, and to improve production efficiency to better serve our customers.
- Supervise Warehouse team to ensure orders are received accurately, materials are labeled and stored efficiently, and projects are picked in priority sequence for the lab.
- Coordinate activities by scheduling work assignments, setting priorities and leading project initiatives.

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- Lead building and equipment maintenance programs to ensure cleaning and sanitation standards are met, maintain proper utensil inventory, and schedule equipment repairs.
- Collaborate with the Senior Leadership team on process improvement initiatives and effective strategies to enhance overall team and business operations.
- Ensure Health and Safety policies are followed.

Requirements/Attributes:

- Bachelor's degree in Business, Science, or relevant work experience.
- 3+ years of experience in a management capacity, 2+ years of experience in production, or manufacturing.
- Project Management, Business Operations or Logistics experience preferred.
- Proficient with MS Office suite.
- Excellent analytical, investigative, and organizational skills.
- Experience in LEAN processes or ISO considered an asset.
- Well developed communication skills to effectively work well with all levels of the organization.
- A strong knowledge of safety regulations.
- Ability to make decisions exercising good judgment, to spot trends and identify ways to maximize operational efficiencies.

This is a full time (40 hours/week) permanent opportunity with two (2) weeks' vacation per year along with comprehensive employee benefits including personal days, medical coverage, and a Group Savings Plan.

***If you have any significant allergies, asthma or other breathing complications, this job may not be suitable for you.*

To be considered for this opportunity, please submit your resume and cover letter to hr@signaturesupplements.ca with the subject line 'Production Manager'.

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