



The Lighthouse for the Blind, Inc.

Job Posting

Title: Director of Operations (Base Supply Centers)

Location: Lakewood, Washington

Dept.: Base Supply Centers

Reports to: Sr. Vice President

Hours: Full-time/Salaried

Salary: Equivalent with knowledge, skills, and experience

The Lighthouse for the Blind, Inc. is a mission-driven, not-for-profit social enterprise providing employment, support, and training opportunities for people who are blind, DeafBlind, and blind with other disabilities.

We are a successful manufacturing organization with over 65 years of experience in precision machining as well as being a professional service provider and federal contractor. We produce an array of machined parts and plastic injection molding for various aerospace manufacturers, as well as a host of office products and hydration equipment.

The Lighthouse also offers a variety of services to our commercial, federal, and military customers. These include Contract Management Support (CMS) services for government contracting offices and a Contact Center which places and receives inbound and outbound calls.

We own and operate seven Base Supply retail stores on military facilities and two BSC facilities/offices along the West Coast in Washington, California, and Nevada.

If you are interested in being a part of a dynamic and engaged social enterprise that values: **Accessibility, Accountability, Communication, Community, Confidentiality, Respect, Safety, Teamwork, Training, and Upward Mobility**, you are encouraged to apply for the below position.

Summary:

The successful Director of Operations (BSC's) will be responsible for Performance, Relationships and Bottom Line Results at Base Supply Stores and Fulfilment Centers. Provides leadership and daily management to base supply center functions including planning, organizing, developing staff and related responsibilities. Directly supervises store managers and may supervise other indirect professionals in support of BSC goals. Oversees all the functions of store operations. Assists the store managers to increase blind and DeafBlind employment, store profits, and provides superior customer service

while maintaining effective employee management. Fill-in for absences or high demand periods.

Essential Job Functions:

Leadership

- The principle responsibility of this position is overseeing the management of The Lighthouse's BSC locations and future assignments.
- Coaching, training, and directing managers for continuous improvement.
- Managing double bottom line (mission and profit).
- Assuring consistent procedures and policies are followed at all locations.
- Building and managing relationships with customers. Assisting managers in developing key relations with all major units, contracting, and other important officials.
- Participate with long-range planning, forecasts, headcount planning and budgets.

Base Supply Center Operational Effectiveness

- Identify competency, knowledge and talent needs within the organization, establish talent pipeline and develop programs for enhancing skills and operational knowledge.
- Champion a positive employee experience to shape the community, morale, and culture of The Lighthouse with an obsessive focus on building a great place to work that attracts, motivates, and retains employees.
- Oversee and support the BSC management process and provide guidance to leaders on their Store goals and budgets.
- Provide Store Managers with direct support to maintain a culture of excellence, innovation, trust, and organizational growth.
- Maintain active participation within the NIB BSC structure and community.
- Audit reports and quality indicators to assure store operations are serving customers as expected. Monitor "Open Pick Report" to identify problems.
- Communicate objectives and results monthly to BSC team and supervisor.
- Build a strong relationship with key departments (Finance, HR, IT, Marketing)

Fiscal Responsibilities

- Assure sales and revenue generation meets or exceeds projections. Assure product quality and standards of the stores. Introduces new lines, AbilityOne items, vendor relations, etc.
- Achieves financial objectives by preparing budgets; scheduling expenditures; analyzing variances; initiating corrective actions. Adjusts hours and schedules based on sales activity.
- Inventory Management to include regular cycle counting. Identification of errors to improve ability to “mistake-proof” transactions causing errors.
- Plan and recommend Capital Improvements as needed.
- Merchandising activities are planned to increase sales; determine sales promotion; authorizes clearance sales; studying seasonal trends to not miss opportunities.
- Markets merchandise by studying advertising, sales promotion, and display plans; analyzing operating and financial statements for profitability ratios.
- Responsible to protect employees and customers by providing a safe and clean store environment.
- Maintains the stability and reputation of the store by complying with legal requirements.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.

Minimum Skill Requirements

Communication Skills

- Should be able to communicate in a pleasant, polite, and professional manner with both customers and employees. The director will deal with many different types of people and they must have the judgment and skills to use effective tactics for each situation.
- Must be able to communicate 1:1, make group presentations, chair meetings, and effectively communicate via email or similar written correspondence in a professional, clear manner.

Employee Development Skills

- Constant training and development of employees is crucial. Product information and customer interactions should be emphasized. Assigning additional responsibility to selected employees can prepare employees for promotions and growth.
- A role model to others and should be an outstanding champion for The Lighthouse for the Blind, Inc. mission and values.

Qualifications (equivalent education and/or experience may substitute)

- BA Degree or equivalent knowledge in business, management, human resources, purchasing/inventory management or related field required.
- Ten (10) plus years operations experience including inventory management required.
- Experience with military customers and contracts required.
- Sales and merchandising experience preferred.
- Project management skills required.
- Knowledge of the AbilityOne Program, NIB agencies, and related products preferred.
- Ability to travel on a regular basis.

Though you may meet the requirements for work eligibility in the United States, this position requires that you meet special government/military compliance regulations (ITAR-International Traffic in Arms Regulations). This means you must be able to provide legal documentation as a U.S. citizen, U.S. permanent resident alien, or other ITAR compliant status.

Equal Opportunity Employer, Male / Female / Persons with Disabilities / VEVRAA

FEDERAL CONTRACTOR

[To Apply](#)

Send Resume:

Kevin Daniel, Sr. Director of Recruiting and Employment
jobs@seattlelh.org

For more information on employment opportunities and to learn more about the mission of the Lighthouse for the Blind, Inc., please visit:

www.seattleighthouse.org