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| <b>Job title</b> | <i>Operations Manager</i> |
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**Mills Entertainment** is the leading producer and promoter of branded live entertainment in the United States. We work with artists, agencies, networks, producers, and licensors to create unique & exciting live experiences.

Our specialty is providing a complete solution - bringing shows from concept to stage and maximizing profit for our artists, venues, and strategic partners in the process.

### **Job purpose**

Mills is looking for an entrepreneurial but experienced leader to take us to the next level.

The scope of this role contains four key business cores:

- Merchandise and Inventory Control
- Logistics Management
- Supplier Management
- Leadership/Talent Development

### **Duties and Responsibilities**

#### *Merchandising Management*

- Applies strong merchandising knowledge and exercises organization skills.
- Assists with the unloading, pricing and stocking of merchandise according to operational guidelines
- Verifies that all pricing and inventory information is accurate, ensures that all merchandise is properly priced, that all SKU information is correct and that all required inventory control paperwork is completed accurately and in a timely manner.
- Participates in the completion of quarterly and annual physical inventory counts.

#### *Inventory Management*

- Ensure accurate merchandise inventory levels at all times using our inventory management system, Stitch Labs.
- Work with the accounting group to handle end-of-month closing duties.
- Build SOPs & systems to ensure processes are sustained within the team.
- Using both internal & external resources, automate inventory and accounting processes.
- Oversee the inventory system for the Merchandising & Production Departments

#### *Logistics Management*

- Strong familiarity with customs regulations including import and export paperwork and processes
- Work with freight forwarding firms to schedule shipments in and out of our warehouse.
- Build close relationships & negotiate contracts with freight forwarders which translate to bottom-line cost savings for the company.
- Ensure all goods are delivered on-time to appropriate shows & venues.
- Create visual management systems within the warehouse to reduce errors.

#### *Supplier Management*

- Build systems for supplier accountability & optimization.
- Identify opportunities to improve on cost, quality, and delivery to improve profitability & maximize working capital.
- Cultivate tight relationships with the supply base to ensure a “right-fit” supply.
- Identify & execute on initiatives for risk mitigation - dual sourcing, long-term supply agreements (where applicable), forecasting, etc.
- Support the business on growth into the E-commerce space & its subsequent integration. This would likely include the integration of channels like Amazon into our inventory management system.

#### *Leadership/Talent Development*

- Create & own the long-term vision for the growth of the external supply chain.
- Willingness to both manage and work alongside employees to ensure precision and speed of receiving and order fulfillment
- Commitment to teamwork, a positive attitude, high communication frequency and an excellent work ethic
- Interest in an evolving leadership role in a dynamic company
- Excellent relationship skills up and down.
- Strong senior presence - must be able to provide the executive team with clear, concise direction as the resident expert of this portion of the business.
- Work with the COO to create and execute the vision of the merchandising & production portion of the business.

#### **Qualifications**

##### Minimum Qualifications:

- 4-year B.S. Degree in a business or technical discipline
- 3+ years in a fast-paced managerial role, in a warehouse, distribution center, or fulfillment center, with proven skills and oversight experience
- 3+ years of leadership experience, including financial oversight.
- Demonstrated understanding of inventory shifts and their financial effects.
- Proficient in MS office products, particularly Excel.
- Excellent attention to detail
- Excellent communication and customer service skills

##### Ideal Qualifications:

- 2+ years of multi-departmental leadership with financial oversight (P&L/budgetary)
- Lean/Six Sigma certification or working experience.
- Fork lift certification
- Must have an exceptional level of self-awareness.
- Continuous improvement leader, constantly looking for ways to improve the processes and team through talent development opportunities.

#### **Working Conditions & Physical Requirements**

- Ability to operate in a fast-paced fulfillment center environment which includes standing for extended period of times
- Ability to lift at least 25 lbs comfortably.
- Willingness to fill a variety of shifts, including evenings and weekends; the ideal candidate will want to see the event process in order to be successful in this role.
- Sense of urgency with the ability to multitask and balance multiple priorities to meet deadlines

- Proven ability to take initiative and work within a team environment, using a hands on and detail oriented approach

This position is based in our Saratoga Springs, NY headquarters.

Mills Entertainment offers a competitive total compensation and benefits package.

**Interested applicants should send a resume with salary requirements and cover letter to [jobs@millsentertainment.com](mailto:jobs@millsentertainment.com).**

*Due to the volume of applicants, we are unable to reply to all submissions. No phone calls or office visits please.*