

JOB POSTING – Operations Supervisor (Trainee) - Sparwood

Overview:

A Career with a Growing Company!

Over 100 years in business, the Arrow Group of Companies has led the way in developing service focused transportation solutions by working with a broad range of customers, hauling a wider variety of products, and expanding our presence throughout Canada and the United States. Arrow is an industry leading transportation, distribution and materials handling organization.

We Offer:

- Competitive Pay: \$60,000-\$80,000 annually
- Seasonal work: Summer/Fall annually
- Arrow will match your pension contributions up to 4% of your gross wages
- Healthcare is 100% paid by Arrow. Extended Medical benefits including dental, pharmaceutical, paramedical and more!
- Training and certifications can be provided
- A career with a growing organization backed by the stability of a company that has been in business since 1919

As advocates of equal opportunity, we welcome applications from individuals of all backgrounds. We firmly believe that diversity fosters innovation and contributes to the success of Arrow.

Responsibilities:

Under the direction of the Operations Supervisor, the trainee role is to assist in the planning, organization, coordination and implementation of short and mid-term operational goals, policies and procedures. In particular, it is the trainee's role to oversee and supervise the resources necessary (people and equipment) to meet customer commitments while ensuring a safe, productive, compliant and cost-efficient operation.

- Oversees the assignment and scheduling of trucks and rail cars with internal and external stakeholders, and ensures a plan is in place should there be a short or long-term shortfall or fluctuations in volume and/or if staff is absent or ill.
- Trains, supervises, motivates and evaluates the performance of assigned staff.
- Schedules and coordinates required employee training and orientation.
- Schedules and coordinates equipment maintenance and ensures appropriate protocols are followed as they relate to the equipment used.
- Ensures that all relevant and appropriate safety regulations and employment laws, rules and regulations as well as Arrow processes are followed when managing staff i.e. all safety procedures, onboarding, supervising, scheduling and discipline.
- Assists in maintaining thorough personnel records to satisfy legal as well as Arrow requirements.

- Coordinate activities and resolve issues, concerns and questions regarding truck, rail or yard services, customer site and/or driver issues.
- Continuously surveys the existing program for safety and cost improvement opportunities and advises the manager of ways to improve current systems.
- Assists in the development, change to or implementation of policy and process improvement.
- Attends meetings, conferences, workshops, reads industry related journals and works with the Director of Safety to maintain current knowledge of and assist in the implementation of safety and transportation codes, regulations, laws and related matters.
- Responsible for the accurate and timely delivery of all paperwork and required computer transmissions.
- If applicable, understand all terms as outlined in the Collective Agreement. If non-union, has a good understanding of Employment Standards for the province.
- Receives and responds to yard accidents and conducts internal accident investigations; gathers information, takes photos, and assists staff.
- Ensures that all relevant aspects of the Reload “Operations Excellence Manual” are followed.
- Counts and reconciles inventory on a regular basis (tbd by Division as to daily, weekly etc..) and communicates the same with customer as required. Ensures inventory integrity is met and maintained while in the possession of the division.
- Other duties as assigned by the Operations Supervisor.

Requirements:

- Preference will be given to those with Post Secondary Education and/or experience working in a related field.
- eRail Safe Certification required (training provided)
- Mechanical aptitude with 1-3 years of experience operating equipment
- Ability to operate rail car mover Hercules 95TM or equivalent and a 20-ton excavator
- Strong safety proclivity
- Computer proficiency – Microsoft Excel, Google and learning custom applications
- Solid organizational skills and ability to quickly prioritize
- Strong analytical skills with a keen attention to detail
- Exceptional problem-solving skills
- Strong empathy and people management skills
- Excellent interpersonal and customer service skills
- Positive attitude, willingness to learn, and works well within a team environment
- Exceptional communication skills
- Professional, ethical, and quality-driven

For additional information or to submit a Cover Letter and Resume please contact Darrell Remple, Regional Manager, Kamloops Corporate Operations. Email: dremple@arrow.ca
For more information about Arrow, visit [Arrow Transportation Systems Inc.](#)