

Job Title: USA Regional Operations Manager
Area: QPSA
Location: Houston (Hybrid Work Options available).

QPS Evaluation Services Inc. (www.qps.ca) is a leading provider of third-party product approval services to a variety of customers and industries, locally and globally.

QPS, as part of the Applus Laboratories (<https://www.applus.com/global/en/>) is now in a growth mode and is looking for talented individuals to be a part of the engaged workforce.

NATURE OF WORK

Regional Operations Manager will have direct responsibility for overall operation's performance, P&L, budgeting, and people leadership. Direct oversight of team members hiring, training, development and performance. Manage the daily operations of QPS America.

Direct contact with clients is a part of this position, including effective resolution of customers issues and responding to customer inquiries regarding QPS and the different service offerings.

The Operations Manager is responsible to drive operational excellence by managing the day-to-day activities of the team, supporting and guiding decisions on projects, project management within a highly matrixed organization.

This role covers the management of diverse activities (engineering, laboratory, field evaluation, factory inspections, etc.) and also requires interfacing with other functions locally and across the organization.

REPORTING STRUCTURE

This position reports to the Director- Testing & Certifications with dotted line responsibility to Manager- Field Evaluations and Factory Inspections Manager

EXAMPLES OF WORK

Listed examples are illustrative and representative of the tasks required of this position, and are not intended to be complete or exclusive.

- Management of all operations related to Field Evaluations (electrical & fuel burning) Field, Certifications, Full Certification (Hazloc & Ordinary locations testing/evaluation), and Factory Inspections.
- Assisting General Manager-QPS and Director-Sales with developing strategy for QPS America in line with Global Strategy for QPS Inc.
- Assist local staff and Sales in the preparation of proposals (quotes) for customers and follow-up on all proposals (quotes) issued.
- Conduct limited evaluation of products for walk-in clients and select repeat clients in accordance with existing company procedures.

- Review and approve expense accounts and overtime requisitions for Staff.
- Ensures that all activities performed by QPSA operation staff are conducted in compliance with all the applicable policies and QA procedures of QPS Inc.
- Assist corporate QA in dealing with and effectively resolving issues related to non-conformances identified by external and internal audits, including the effective and timely implementation of corrective actions as required.
- Assists senior leadership in defining goals and performance objectives and metrics to execute strategy, and holds team and self accountable for results
- Maintain constant communication with and provide leadership and direction to all the operations staff and coach them on an on-going basis.
- Review and recommend improved processes for the handling and delivery of QPS services in USA.
- Collaborate with Sales team, with regular communications and meetings with Director-Sales and ensure harmonious relationship between Sales and Operations.
- Review documented QPS Operation procedures on an on-going basis and submit requests for corrections, changes and additions as may be required.
- Review and recommend subjects for staff training and clarification of procedures and requirements.
- Handling of customer complaints regarding work performed.
- Coordinate the activities (including training) for external QPS contractors/subcontractors as required.
- Interface with the AHJs on all the inspection and certification matters and answer questions in this regard.
- Interface with clients and resolve issues.
- Manage budget and forecasts and holds team accountable to achieve established KPIs (cost, revenue, profit, enterprise value, etc.).
- Assist Lab Manager in supporting the laboratory functions
- Performs other duties as directed.

REQUIRED QUALIFICATIONS

Must hold one of the following qualifications:

- An undergraduate degree, preferably in engineering, as a minimum
- Work experience as a manager in a testing and certification body preferred
- Additional education in business management a plus
- Minimum of 5 years of direct product testing and evaluation to safety standards. Including related areas of experience as follows: regulatory work; electrical construction/installation to NEC and Codes.
- Demonstrated ability to work in a multi-cultural environment.
- Strong proponent of DEI.
- Strong written and oral communication skills