



Director, Operations - BC

BELRON CANADA

Vancouver, British Columbia

Reporting directly to the Vice President, Customer Experience, the Director, Operations, BC, has full profit and loss accountability for the province's business and is responsible for optimizing the performance of the company's 40 retail corporate service centers under Speedy Glass, Apple Auto Glass and Broco Glass banners, as well as wholesale warehouses under the Vanfax banner. The incumbent will embody and champion Belron's core values of Integrity, Respect and Trust, in an effort to continually drive, support and enhance the performance of the organization's people, with a view to ensuring profitability, operational excellence, and a world-class experience for Belron's customers. As an integral part of Belron's leadership team, the Director will establish meaningful and authentic partnerships with his/her team, peers and colleagues at all levels across the organization.

The ideal candidate is a dynamic and seasoned business leader with a depth of experience gained from within a highly customer-centric, values-driven organization. Accustomed to managing large teams across multiple sites and geographic regions, he/she will implement and refine systems, processes and procedures to ensure delivery of unparalleled results, not only for Belron's bottom line, but for its customers and staff members alike. With the belief that a high-touch experience is paramount to customer satisfaction and organic growth, the Director will lead by example, encouraging an authentic and innovative approach amongst front-line team members and management, in their drive to achieve personal, professional and corporate goals.

If you have the sales and operational leadership background from a fast-paced and quality-oriented organization, and are known for your ability to build strong and collaborative teams that deliver results, then we want to hear from you. Please apply online, in confidence at www.pfmsearch.com.

With its global headquarters in the UK, Belron is the world's largest and most successful vehicle glass repair and replacement group. Home to 25,600 employees, Belron operates in over 30 countries and 5 continents to ensure its customers receive the best quality service. Belron Canada is the Canadian leader in automotive glass replacement, repair and distribution. The company operates 350 service centres, 40 distribution/warehouse centres and over 1800 employees in all 10 provinces. Not only can Belron Canada guarantee its customers convenient local service, but its national presence ensures service centres have immediate access to all supplies.



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