



Founded in 1991, Chair Décor is a leader in renting specialty linens, tablecloths, chair covers, napkins, and other table-top accessories targeted at the event industry. Chair Decor is one of Canada's largest supplier of tablecloths, chair covers and dinnerware. With 100's of different table coverings there is something for every taste and budget. Shipping coast to coast, whether it be a social event or a large corporate gala, Chair Décor is the one stop solution for our customers event needs.

With our continued growth, we are hiring a full-time General Manager of Operations to join our team in Woodbridge. The General Manager of Operations reports directly to the Owner, and is responsible for overall business operations, and leadership of our great operational staff. *A typical workweek is from Sunday to Thursday.*

What we Offer:

- Competitive salary and bonus eligibility
- Paid sick days
- Casual dress
- Onsite parking
- An awesome team of dedicated individuals

Responsibilities Include:

- Ensure operational excellence in our daily operations: order fulfillment, picking, shipping, delivery, receiving, cleaning and storing of all products.
- Provide financial oversight, including budgeting, forecasting and financial reporting.
- Oversee pricing strategies for all products and services.
- Source and negotiate suitable plant maintenance and repair vendors.
- Recommend capital purchases to improve productivity and reliability of our services.
- Develop and implement strategies to drive and support growth. Ensure solid execution of these strategies.
- Develop customer service protocols and address escalated customer concerns to ensure customer satisfaction and retention.
- Manage business risks, including insurance coverage while ensuring sanitation and safety regulations are adhered to.
- Seek and execute ways to improve workflow efficiencies.
- Establish and maintain long-term partnerships with event spaces and venues.
- Team leadership responsibilities include hiring, training, performance management and employee development.
- Ensure all Health & Safety protocols are being followed by all staff.
- Other tasks and responsibilities as required from time to time consistent with this position.

**Experience and other Requirements:**

- Minimum 3 years' experience in a similar leadership role required, providing oversight for finance, customer service, and operations
- Similar industry experience (Events Rentals) required.
- Related college level educational background or similar education and/or experience strongly preferred.
- Proficiency with Microsoft Office programs (Word, Excel, etc.).
- Strong organizational skills and ability to multi-task competing priorities is required.
- Excellent communication skills with previous experience in a senior customer service-related position; relationship building skills and professionalism required.
- Valid Ontario Drivers' License, reliable vehicle and good driving record required as this role will require limited local travel.
- Ability to lift up to 40lbs. without restriction and work on your feet for large portions of the day.

If you meet our criteria and are interested in applying, please send your resume to liz@chairdecor.com.

We thank candidates from all backgrounds for their interest, however only those selected for interview will be contacted. Selected candidates with disabilities who require special needs in the selection process will be accommodated to the best of our ability.