



Hot Chocolate Production Manager Rothesay Avenue Location

Crosby Molasses is a family-owned and operated business that has been successfully producing quality food products for over 140 years. Crosby's has a very strong commitment to quality and to our employees, who are a key reason for our success. While molasses continues to be the mainstay of the business, Crosby's has an ever-expanding line of dry sugars, syrups, drink crystals and jelly powders, with distribution in Canada, the New England states, and other international locations.

THE OPPORTUNITY

We're looking for a **permanent full-time Hot Chocolate Production Manager**. In this role, you will have a positive and professional approach and be responsible to engage and ultimately lead our hot chocolate production team to deliver excellence in safety, quality and productivity. You will have a keen focus on safety and quality, be results driven and work well under pressure.

Reporting to our Plant Manager, you will be an active, participating member of the production management team, overseeing all aspects of day-to-day hot chocolate operations including participation in the annual operations budgeting and reporting processes, performance management of the hot chocolate production team, and root cause analysis of issues.

Primary responsibilities will include:

- Providing leadership, coaching, and development for the Hot Chocolate Team Leads and supporting the management of day-to-day human resource requirements, problem solving and continuous improvement initiatives.
- Fostering a culture of continuous improvement and developing the Team Leads and operators through feedback, coaching support and recognition of exceptional performance.
- Demonstrating a positive outlook and excellence in safety and quality through your actions, ensuring adherence to health, safety and quality assurance procedures.
- Ensuring efficient collaboration and co-ordination between relevant departments including maintenance, quality assurance, and supply chain.
- Understanding and managing direct costs and overhead costs for the hot chocolate production department, reporting and explaining variances and driving cost reduction initiatives.
- Collaborating with the supply chain team, and leading, training and coaching problem solving and root cause analysis to drive productivity through process improvements and reducing quality defects, waste and rework.

- Managing and driving improvement in the area of Syspro (ERP system)/ABC transactions and variance and inventory accuracy levels related to production, work in progress, ingredients, raw materials and finished goods.
- Generating monthly production reports, including OEE (overall equipment effectiveness) and attainment reporting, explaining variances and identifying opportunities to drive improvement.

Qualifications - the ideal candidate will have:

- Excellent leadership skills and ability to engage and inspire a team, and delegate responsibilities as required
- A safety and quality mindset and demonstrated commitment to QA and occupational health and safety standards
- Ability to work in a team environment with excellent communication (verbal and written) and interpersonal skills
- A personable and friendly demeanour, with demonstrated ability to work well under pressure
- Superior organization and time management skills, and ability to prioritize effectively and develop tactical plans to achieve results
- Demonstrated analytical and problem-solving skills, and ability to make sound decisions in an expedient manner
- Strong computer skills and experience with various software applications (e.g., Syspro, ABC, Excel, Word and Outlook), and comfort learning new systems and technologies
- Ability to collect, analyze and present data to derive insights and develop action plans
- Ability and willingness to work flexible hours as may be required from time to time outside of regular shift

We offer a safe and friendly work environment, along with health and dental benefits, a pension plan and opportunities to learn and grow. This is a great opportunity for a highly motivated individual with a can-do attitude. If this sounds like you, please email your resume AND a brief note describing why you're interested, and the skills and work experience you feel make you a good fit for the role to jackie.sullivan@crosbys.com.

Please note, as part of our food safety and hiring practices, successful candidates will be required to provide an acceptable criminal record check and proof of both COVID-19 vaccinations (1st and 2nd shots), or a valid written medical exemption, within 30 days of hire as conditions of employment.