

SEARCH FOR: IT MANAGER

THE ORGANIZATION

Our client is a large Tulsa foundation that focuses on true philanthropy to improve the human condition, with emphasis on health education, medical research, health care services, religious initiatives and community support. It is a faith-based business that was formed over 50 years ago and, since that time, has donated millions of dollars to worthy charitable organizations. The investment arm of the organization has over \$2.0 billion in assets under management.

THE POSITION

- Reports to: President and Chief Operating Officer of the Foundation
- Responsible for: Planning, managing and participating in IT systems installation, configuration, operation, and maintenance of hardware, software and related infrastructure to support the organization's multiple operations and functions.
- Serves and supports: Over 50 internal users working in the Foundation, Medical Research Center, Professional Building Corporation, capital management organization and an affiliated petroleum corporation.
- Vendors: Manages on-going working relationships with over 12 vendors that provide IT support services.

KEY ESSENTIAL FUNCTIONS

1. IT system installation, monitoring, maintenance and backup
2. Internet connectivity, access, and security
3. User needs assessment and IT systems planning and requirements definition
4. Vendor and consultant relationships management for essential services and support
5. User needs assessment, problem solving and related support – to include on-call availability
6. Network and computer security protection
7. IT installation and configuration procedures development and updating
8. Formal and informal user training and guidance
9. Coordination with IT departments in the organization

CANDIDATE QUALIFICATIONS/PROFILE

1. **EDUCATION/PROFESSIONAL CREDENTIALS** - Bachelor's degree in Business or a related discipline.
 - Certified in or experience with Microsoft 365 administration including services such as Security, OneDrive or Teams – highly desirable.

2. **EXPERIENCE** - At least 7 to 10 years of related experience in similar IT capacities leading up to a service and support role for multiple users in several organizations.

- Prefer related experience in IT consulting with multiple clients.
- Prefer related experience in small office environment working on a broad range of projects and assignments.
- Experience with SQL server, Veeam backup and recovery, Cisco networking and desktop support required.

3. **PERSONAL CHARACTERISTICS/PROFICIENCIES**

- Image - Likeable and engaging in style with a good balance of service orientation and personal confidence.
- Business and Technical Acumen – Able to interpret and work with business and technical information and to apply analytical skills in resolving problems and issues.
- Relationship Builder – Team player with the ability to establish rapport and build effective working relationships with internal users, team members and external service providers.
- Communication Skills - Ability to avoid technical jargon and to communicate concisely, clearly and effectively, both orally and in writing.
- Hands-On - Hands-on, shirt sleeves style with attention to detail and the ability to work effectively in a small office environment.
- Interpersonal Skills – Highly effective interpersonal skills with the emotional IQ to work with personnel at all levels, both within and outside the organization.
- Integrity – Unquestioned integrity, trustworthy and authentic in professional endeavors and private life.
- Multi-Tasker – Self-directed with the ability to work on multiple projects simultaneously and to respond quickly to changing priorities and deadlines.
- PC Skills - Advanced PC software application skills, including MS Excel, Word, PowerPoint and Office.
- Work Ethic – Ability to get the job done and to work beyond the regular work week when needed.

COMPENSATION

The starting compensation will include competitive base salary, opportunity for incentive compensation, and an attractive package of employee benefits.

* * * * *

SEARCH FOR: AREA MANAGER – TULSA MARKET

THE ORGANIZATION

Our client is a privately-held company that provides point-of-sale services to retail customers, including oil changes; battery, headlight, taillight, and wiper-blade replacements; and tire rotations, all within a short turn-around time. There are 7 to 10 employees per retail unit and there will be 8 to 10 units in the Tulsa market. The company generates \$34 mil. in annual revenues and has 230 employees. It has robust growth plans and intends to double current sales volume in the next three years. Much of the anticipated growth will be in the Oklahoma market.

THE POSITION

- Reports to: Oklahoma Market Manager
- Supervises: Service Center Managers in the Tulsa Market - three to four in the next year
- Responsible for: Planning and leading the company's business operations and maximizing profitability in the Tulsa market; and for creating a fun, performance-driven culture based on the company's vision for driving sales and achieving the growth plan.

KEY ESSENTIAL FUNCTIONS

Key areas of responsibility include:

1. Business planning – developing and implementing the area profit plan.
2. People management – building a high-performance team through attracting, managing and retaining the talent required to create continuous growth and success in serving customers.
3. Oversight of area sales and customer service – building a loyal customer base by delivering a superior experience built on professionalism and trust.
4. Regulatory compliance – ensuring compliance with governmental regulations and requirements as well as company standards and expectations.
5. Business growth and development – leading market analysis and the identification of opportunities for new business development.
6. Management reporting - measurement, analysis and reporting of progress and success.
7. People development – continuous training, mentoring and development of area staff, especially the Service Center Manager.
8. Performing related responsibilities as required or assigned.

CANDIDATE QUALIFICATIONS/PROFILE

1. **EDUCATION** – Bachelor's Degree in Business, Marketing or related discipline; or the equivalent training and experience.
2. **EXPERIENCE** – At least 3 to 5 years of related experience in a similar retail sales and service organization leading up to an area general management role.

- Related experience in the sale of similar automotive products and services – desirable.
- Prefer related experience in a multi-unit retail service organization.

3. **PERSONAL CHARACTERISTICS/PROFICIENCIES**

- Leadership Skills – Demonstrated ability to plan, lead and participate actively in sales and operations activities in a growing, fast-paced company.
- Market Driven – Outgoing and confident in leadership style with demonstrated skill in sales and business development.
- Team Leader/Player – Ability to serve as both a team leader and team player, depending on the requirements of the situation, and to build consensus for new ideas and initiatives.
- Strategic Thinker – Demonstrated skill in strategic thinking and business planning.
- Analytical – Able and willing to “dig in”, analyze problems and issues, and determine alternative solutions.
- Initiative – Self-motivated and directed with the ability to work independently and to demonstrate character strength, especially in the face of challenges and when times are tough.
- Transparent – Open, honest and direct in communication and interaction with others.
- Values – Strongly-held values including integrity, work ethic, loyalty, commitment and service to others.
- Hands-On – “Roll-up-the-sleeves” manager who is actively involved in day-to-day functions and activities.
- Communication Skills – Ability to communicate effectively, both orally and in writing, and to work effectively with those at all organizational levels.
- Computer Proficiency – Skilled in the use of office products software, including spreadsheet and PowerPoint applications.

COMPENSATION

The starting compensation package will include competitive base salary, opportunity for incentive compensation and a package of attractive employee benefits. In addition, the role involves normal office work hours and limited travel within the market area.

* * * * *

SEARCH FOR: MANUFACTURING/MAINTENANCE MANAGER – LEWISVILLE

THE ORGANIZATION

The company is a privately-held manufacturer of processed and preserved food products. Its product lines include peanut butter, jams and jellies, mayonnaise, syrups and dressing products. It serves retailers, wholesalers and food-service distributors. The company was founded in 1953, is based in Oklahoma City and has manufacturing facilities in Oklahoma City and Lewisville, Texas. The company generates \$70 million in annual sales with 70% for the retail market and 30% for the food service market. It has 230 employees.

The Lewisville plant operates in 30,000 square feet production facility and has 45 employees. It generates \$20 mil. in annual revenues.

THE POSITION

- Reports to: Director of Operations
- Supervises: Production Supervisors (3), Maintenance Technicians (4) and, on a dotted-line/functional basis, the Lab Supervisor.
- Responsible for: Setting and meeting plant production goals; maintaining the facility, grounds and equipment; improving processes and procedures; building effective community relations and developing and managing a competent and motivated staff.

KEY ESSENTIAL FUNCTIONS

1. Production Planning/Scheduling – Preparing the production schedule and managing its implementation.
2. Maintenance - Managing the maintenance of the facility, grounds and equipment. Managing the parts inventory and usage.
3. Inventory Management – Managing the parts inventory and usage.
4. Process Improvement - Developing and implementing improvements in manufacturing processes and procedures, including the application of lean manufacturing principles and techniques.
5. Productivity Improvement - Ensuring the direct labor force is efficiently utilized, in line with manufacturing objectives and metrics.
6. Quality Assurance – Assuring quality standards are met and identifying and resolving associated problems and issues.
7. Safety - Working with senior management in the implementation of safety standards and the resolution of associated safety issues.
8. Supervisory Development - Coaching and working with supervisors in managing their work units.
9. Inventory Management/Control - Working with materials management in the management/control of work in process and the raw materials inventory.

10. Housekeeping - Monitoring and improving the organization, appearance, and efficiency of the plant.
11. Throughput - Improving throughput in the plant and reducing lead times for manufacturing and product shipments.
12. Community Relations – Building and maintaining effective relationships with members of the local business community.

CANDIDATE QUALIFICATIONS/PROFILE

1. **EDUCATION** – Bachelor of Science in Business Administration, Engineering, Operations or related discipline.
 - Training in Safe Quality Food (SQF), or another Global Food Safety Initiative (GFSI), and Hazard Analysis and Critical Control Point (HACCP) principles.
2. **EXPERIENCE** – At least seven to ten years of progressively responsible related experience in manufacturing, including, or leading up to, production/manufacturing management in the food products business.
 - Experience in the manufacture of peanut butter or related food products preferred.
 - At least two to three years of related supervisory experience.
 - Experience in process improvements aimed at cycle time reduction and waste minimization.
 - Experience with manufacturing “best practices” highly desirable.

3. **PERSONAL CHARACTERISTICS/PROFICIENCIES**

- Managerial Capability – Demonstrated skill as a manager with strength in developing the talents of production supervisors, delegating and holding them accountable, and being hands-on in driving results.
- Detail Oriented - Highly organized and attentive to detail with a hands-on approach to the management of operations.
- Analytical – A thinker who is analytical, able to assess the costs vs the benefits of plant improvements and modifications, and hands on in the resolution of problems and issues.
- Leader and Team Builder – Experience in employee training and skilled in mentoring, motivating and developing subordinate personnel.
- Forward Thinking – Able to anticipate potential problems, short term and long, and take steps to prevent them.
- Collaborative – Team player who can work well with other stakeholders and customers, as well as with customer service and logistics personnel.
- Communication Skills – Proven communicator with the ability to deliver messages clearly and concisely and to build consensus for new ideas and initiatives.
- Quality Focus – Focus on the importance of quality and the “best practices” involved in achieving desired quality outcomes.
- Results Oriented – Drive for achieving excellence in all areas of production.

- Safety Conscious – Demonstrated understanding of the importance of safety and the “best practices” for achieving desired safety outcomes.
- Interpersonal Skills – Demonstrated skill and capability in working with personnel at all levels, from shop floor employees to executives.
- Potential – Interest in, and potential for, higher levels of manufacturing management responsibility.
- Computer Proficiency – Demonstrated proficiency in the use of office products software, including spreadsheet, presentation, and database applications.
- Spanish Fluency - Would be a definite plus.

COMPENSATION

The starting compensation package will include an attractive base salary, opportunity for incentive compensation and a competitive package of company benefits.

* * * * *