



Job Title: Operations Manager	Revision Date: 03/05/25
Department: Operations	Job Zone: Salary
Reports to: VP of Operations	FLSA: Exempt
Hours per week: 40	Overtime & Weekends required: As Needed

POSITION SUMMARY:

The Operations Manager is responsible for leading all aspects of site operations, overseeing a team of approximately 40 employees across mechanical and electrical technicians, back-office functions (including purchasing, order management, and project management), sales, and warehouse operations. This role ensures effective planning and execution of manufacturing, refurbishment, and aftermarket parts sales for coil tubing, cementing, and frac equipment.

The Operations Manager drives operational excellence through disciplined oversight of production, job management, labor efficiency, and on-time & on-budget project delivery. As a key leader, they ensure safety, quality, and efficiency while maintaining a sharp focus on cost control and profitability. This position fosters a culture of accountability, teamwork, and continuous improvement by providing coaching and mentorship, and supporting employee development.

Working closely with all functions to clarify roles and responsibilities and ensure alignment, the Operations Manager is responsible for optimizing site-level coordination, collaboration, financial performance, ensuring disciplined cost management, labor optimization, and effective use of materials and overhead. Reporting directly to the VP of Operations, this role requires strong technical and business acumen to coordinate shop floor activities, back-office operations, and the maintenance of equipment and facilities. The Operations Manager leads by example, reinforcing operational discipline, stabilizing the workforce, and ensuring that customers receive reliable, high-quality products and services.

Essential Job Functions

Including but not limited to:

- Manage site technical and financial performance, ensuring cost control, labor efficiency, and operational profitability.
- Oversee production, refurbishment, and aftermarket parts sales for coil tubing, cementing, and frac equipment.
- Ensure technical expertise and strong back-office operations to support both manufacturing and business efficiency.
- Proactively identify risks and inefficiencies ahead of jobs to ensure successful completion.
- Drive efficiency and quality in manufacturing processes through Lean principles, 5S, and process improvements.
- Lead safety initiatives, ensuring compliance with regulations (OSHA) and fostering a safety-first culture.
- Develop and mentor employees, fostering accountability, teamwork, and continuous improvement.
- Provide conflict resolution and employee support to maintain a collaborative and engaged workforce.
- Oversee facility operations, including preventive maintenance, infrastructure needs, and expansion projects.



- Manage production planning, assembly methods, equipment utilization, and product launches.
- Conduct cost analysis and justify tools, machinery, and process improvements to enhance profitability.
- Investigate production issues, determine root causes, and implement corrective actions.
- Represent manufacturing on cross-functional teams, collaborating on operational and business improvements.
- Ensure adherence to quality, safety, and housekeeping standards.
- Perform other duties as required.

SKILL REQUIREMENTS:

- Proven leadership in successfully managing site operations, financial performance, and employee engagement.
- Strong technical knowledge of heavy equipment manufacturing; preferably oil & gas.
- Strategic problem-solving and ability to drive process improvements.
- Experience implementing Lean manufacturing, and 5S methodologies.
- Strong communication and interpersonal skills with the ability to collaborate and bring differing views together and implement change and improvements.
- Deep understanding of safety regulations and a commitment to fostering a safety-driven culture.
- High-level proficiency in Microsoft Office (Excel, Word, PowerPoint).
- Ability to present effectively at all levels from the shop floor to the Board Room.

QUALIFICATIONS:

- Bachelor's degree or equivalent experience in manufacturing or operations management.
- 5+ years of leadership experience in plant or operations management, preferably in oil and gas equipment manufacturing.
- Demonstrated success in managing a site and driving operational efficiencies.
- Professionalism, flexibility, critical thought process and creativity.
- Ability to learn and work under pressure and meet deadlines.
- Ability to manage multiple tasks and prioritize workflow.
- Regular and reliable attendance.
- Follow all safety policies and procedures.
- Follow appropriate dress code.
- Successful completion of a pre-employment drug screen, motor vehicle and background check.

WORK ENVIRONMENT:

- The performance of this position will require exposure to manufacturing areas that require the use of personal protective equipment such as safety glasses, hearing protection, steel toe shoes and other mandatory safety equipment.
- For the most part, ambient temperatures with typical plant lighting and manufacturing equipment are present throughout the facility.



PHYSICAL DEMANDS:

- Sitting, climbing, or standing as needed.
- Walking primarily on a level surface for periodic periods throughout the day.
- Reaching, pushing, pulling, or lifting as required within limits set by SERVA.

SAFETY AND POLICY PRACTICES:

Each employee must be knowledgeable of standard safety policies and procedures and adhere to the same while supporting the goals and objectives of the organization and recognizing the Company's need to achieve its business objectives. Each employee is responsible for complying with company hazardous waste disposal procedures. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

AFFIRMATIVE ACTION:

All terms and conditions of employment will be administered without regard to an individual's sex, gender identity, sexual orientation, race, color, religious creed, notional origin, physical or mental disability, protected veteran status, or any other characteristic protected by applicable law.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties to meet the ongoing needs of the organization.