

 EKHO <small>INFRASTRUCTURE SOLUTIONS</small>	<h2 style="text-align: center;"><i>Director of Operations</i></h2>	Version: 1.0 Effective Date: 9-January-2026 Issue Date: 9-Jan-2026 1 / 4
Position Type: Full-Time Remote	Direct Supervisor: Chief Operating Officer	Department: Operations Location: Remote/Office Hybrid

About Us

EKHO Infrastructure Solutions (EIS) is the corporate entity established to oversee a collective group of companies that provide vertically integrated engineered solutions to the Canadian and the U.S. construction marketplace. Boasting 40+ products manufactured across seven North American facilities, EKHO is a leading North American supplier of Noise Barriers. Our extensive experience and diversification into new market sectors and product categories is how we maintain our position and reputation as a premier employer. As our operations grow, we find even more ways to contribute to the critical infrastructure that completes our communities.

Position Summary

Reporting to the COO of EKHO Infrastructure Solutions, the **Director of Operations** will oversee and drive the manufacturing of products and ensure production, performance, and quality standards are consistently met. This role is responsible for ensuring safety, quality, financial, and delivery goals and standards are consistently met.

Responsibilities

- Ensure the production facility is a safe place to work for every shift, every day
- Lead/develop a strong team of professionals focusing on building bench strength that can be elevated to expanded roles to support our ever-growing business.
- Be responsible for the functioning of operations activities, including labor planning, space planning, customer relations, distribution, inventory control, and purchasing, ensuring that Faddis's day-to-day activities run smoothly
- Lead internal efforts to measure and improve the quality of customer experience by increasing Yard and logistics accuracy and reliability
- Investigate and resolve customer complaints and maintain a culture of LEAN and continuous improvement
- Support setting clear, achievable, and measurable objectives, and ensure that contractual and corporate service standards are consistently met
- Support and oversee strategic and tactical plans to meet service level requirements

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lowest possible cost, while maintaining quality within designated acceptable range

- Support a proactive approach to labour planning, including analysis of historical volumes and projected demand, rigorous productivity tracking, and output standards for every distribution process
- Manage a budget/forecast annually, as well as develop variance explanations and improvement plans
- Maintain positive and constructive relationships with clients/customers, and identify opportunities for increased revenue/profit, ensuring the statements of work are compatible with operating capacities or that plans are developed to increase operational capabilities of the facility
- Measure and communicate the team's progress towards several KPIs and integrate these metrics into a results-oriented culture
- Build and maintain exceptional employee engagement throughout the team
- Collaborate with the Plant Manager to ensure cross-department cooperation and efficiency
- Other duties/responsibilities as assigned

Qualifications

- College and/or university Degree in a related field is preferred.
- 8-10 years of operations experience in a fast-paced supply chain/logistics/manufacturing environment
- Strong knowledge of safety regulations and safety protocol
- Adaptability in approach and ability to prioritize with focus on what adds value to the client
- The ability to balance short-term and long-term people and operational strategies to ensure organizational health
- Strong financial acumen, including an expert understanding of cost levers, continuous improvement productivity drivers, and LEAN concepts
- The ability to generate strategic and cultural direction that impacts the future success of people in the organization

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- Excellent planning, organization, and analytical skills coupled with operational and strategic astuteness
- Intimate knowledge of tools starting from operational process flows driving productivity numbers and calculations leading to labor planning according to customer's volume forecast
- The ability to recognize cost drivers and how changes in order profile impact these cost drivers
- The ability to articulate and effectively negotiate changes to Plan vs Actual costs when managing several large customer accounts
- Valid driver's license with access to a reliable vehicle
- Valid passport as some travel may be required

Key Competencies

- Strategic thinking with strong execution discipline
- Data-driven decision-making and forecasting
- Exceptional negotiation and relationship-building skills
- Ability to balance long sales cycles with short-term revenue goals
- Strong leadership presence and communication skills
- Deep understanding of infrastructure markets and project economics

Key Performance Metrics

- Safety and Compliance
- Production and Throughput
- Quality and Rework
- Cost Control and Profitability
- Delivery and Customer Performance
- Inventory and Materials Management
- Workforce and Leadership

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Work Environment & Physical Requirements

- Primarily office-based with travel to manufacturing sites
- Ability to visit active construction sites, including walking on uneven terrain and wearing required PPE.

Why Join Us?

As part of the EKHO family, we offer more than just a job, it's a place to build a career. We value integrity, innovation, and inclusion, and we're committed to helping our team members grow. If you're ready to make an impact and be part of a forward-thinking infrastructure leader, we'd love to hear from you.

Document Change History

Version	Change Detail	Reason for Change	Prepared By	Issue Date
1	Creation	Creation for Job Description	Andrew Robbins Director, P&C	23 – Dec -2025