

OPPORTUNITY PROFILE

Vice President, Operations

OUR CLIENT

Our client is a Canadian transportation and logistics company. The organization supports a diverse client base with reliable, safety-focused operations and a strong commitment to service excellence. With a longstanding presence in the market, the company continues to evolve its capabilities while maintaining a people-first culture and a reputation for dependable delivery.

THE POSITION

The Vice President, Operations is responsible for the overall operational leadership and performance of the organization. Reporting directly to the President, this role is accountable for operational execution, service delivery, and operational profitability across all company service lines.

This leader oversees core operational functions across logistics, including planning, resource allocation, asset performance, and service delivery. They are responsible for ensuring the organization operates safely, efficiently, and reliably while consistently meeting the expectations of customers and partners.

The role requires a leader who understands transportation operations, can build strong teams, and is comfortable working closely with frontline managers to improve network operations. The VP Operations will play an important part in preparing the company's operations for continued growth.

Operational Leadership

- Provide leadership across a multi-site, asset-intensive operating environment, overseeing planning, execution, and service delivery.
- Ensure day-to-day operations run safely, efficiently, and in alignment with organizational standards.
- Partner with operational leaders to resolve issues quickly and maintain continuity of service.
- Drive coordination across operational, customer-facing, and support functions.
- Oversee asset readiness and infrastructure to support reliable and efficient operations.

Safety & Compliance

- Ensure all operations adhere to internal policies and external regulatory requirements.
- Partner with functional leaders to reinforce a strong, proactive safety culture.
- Embed accountability for safety performance across operational leadership.
- Promote early identification and mitigation of operational risks.

Operational Performance & Cost Management

- Monitor and improve key performance indicators related to efficiency, utilization, and cost.
- Drive productivity improvements across frontline operations and resource deployment.
- Optimize asset utilization across the network to maximize efficiency.
- Identify and implement improvements in planning, scheduling, and workflow processes.
- Leverage data and reporting to identify inefficiencies and enhance performance.
- Partner cross-functionally to ensure pricing and commercial decisions reflect operational realities.
- Own operational financial performance across business segments.

Financial Planning & Budget Support

- Contribute to annual planning, budgeting, and forecasting processes.
- Provide operational insight into capital allocation and cost management.
- Monitor performance against plan and address variances with leadership.

Customer Alignment

- Ensure service delivery meets customer expectations through strong operational execution.
- Partner with commercial leadership to align demand with operational capacity.
- Support key customer relationships where operational coordination is critical.
- Reinforce accountability for service outcomes across operational teams.

Operational Oversight

- Provide leadership to teams responsible for resource planning, scheduling, and execution.
- Monitor workforce and partner performance, addressing gaps as needed.
- Ensure alignment between planning and customer-facing teams to manage service variability.
- Support development of reporting and visibility tools for day-to-day performance management.

Performance Management & KPIs

- Establish and track clear performance metrics and scorecards.
- Partner with leadership to enhance reporting and decision-making capabilities.
- Ensure teams are aligned on performance expectations and supported in delivery.

Strategic Partnership

- Partner with senior leadership to execute strategic priorities and operational initiatives.
- Provide input into long-term planning, investment decisions, and growth strategy.
- Ensure operational capabilities scale with organizational growth.

Team Leadership

- Lead and develop a multi-layered operational leadership team.
- Provide direction to managers responsible for frontline execution.
- Build organizational capability to support both day-to-day performance and future growth.

WHAT SUCCESS LOOKS LIKE

- Viewed by senior leadership as a trusted operator capable of leading day-to-day business performance.
- Clear operational metrics are established, tracked, and reviewed regularly across teams.
- Efficiency and utilization indicators show consistent improvement against defined targets.
- Financial performance meets or exceeds agreed profitability expectations.
- Teams remain engaged, with strong retention and a stable operating environment.
- Succession plans are in place, with identified and developing future leaders.
- Operational capacity and infrastructure scale effectively to support business growth.
- Strong cross-functional alignment exists across operations, commercial, finance, and leadership teams.

THE PERSON

Experience

- 10+ years of leadership experience in operations within logistics, transportation, or other asset-intensive environments.
- Experience leading complex operational functions such as planning, resource allocation, and service delivery.
- Proven track record managing multi-site or distributed teams.
- Strong financial and analytical capability, including experience with cost management, performance metrics, and operational reporting.
- Familiarity with operational systems and technology platforms that support planning, tracking, and performance optimization.
- Strategic thinker with a pragmatic, hands-on leadership approach.

COMPENSATION

A competitive compensation package will be provided, including an attractive base salary and excellent benefits. Further details will be discussed in a personal interview.

FOR MORE INFORMATION OR TO APPLY

Email a convincing cover letter and tailored resume (PDF or Word) to John Dugdale at apply@leadersinternational.com, indicating the job title in the subject line.