

**TITLE:** Divisional Vice President, General Manager

**LOCATION:** Chicago

**COMPANY:** Our client is an international logistics solutions company providing end-to-end services to traditional retail and e-tail customers in 60 markets.

**ROLE FOCUS:** The DVP/GM is accountable for customer solutions and implementation in high velocity returns, e-commerce, and automation of new Retail and e-Tail customers and process changes for existing customers. They will work closely with senior management in developing strategies for improved operational excellence, customer service and business development. Responsible for building a world-class team, motivating and leading staff while optimizing costs, increasing revenues and improving profitability.

**RESPONSIBILITIES:**

- Responsible for the P & L of a multi-million dollar division, focusing on North America.
- Plan and implement appropriate resources (staffing, training, equipment, and systems) for the satisfactory achievement of corporate and regional goals.
- Provide with daily guidance, leadership and overall support on any issues relating to operations, communication, revenue enhancement, standardizing procedures, systems applications, and executing processes to meet customer needs.
- Work directly with regional and station management in establishing regional and/or local goals within the parameters of the Business Plan.
- Develop and execute policies, plans, and programs to meet anticipated organizational needs in the areas of functional responsibility.
- Work collaboratively with the staff of sales, marketing, customer service/operations, IT and general office administration in North America.
- Provide leadership, assistance, and product training to regional managers in order to meet company and regional goals.
- Review and evaluate regional P & L performance and establish short term goals to address any budgetary shortfalls.
- Develop continuous improvement methodology in key areas of service profit and growth.
- Develop customer relationships and ensure that customer service and operational levels within NA are being maintained.

- Assist regions with sales presentations, customer bids, and the promotion.
- Review analysis of activities, costs, operations, and forecast data to determine department or regional progress toward stated goals and objectives.
- Oversee and manage the professional development and productivity of staff members to ensure proper goals, training, professional development and project requirements are met.
- Personally coach, train and mentor direct reports and provide career development opportunities through active recruitment, training, and quality management activities.
- Conduct annual performance reviews for all staff within department.
- Address all employee performance problems promptly and directly in accordance with personnel policies of the Company.

**IDEAL CANDIDATE:**

- Bachelor's Degree in Business, Supply Chain, Logistics or a related field strongly preferred; equivalent business experience may be considered.
- MBA or related Master's Degree is preferred.
- At least fifteen years of progressive experience, including five years of progressive managerial experience.
- Minimum seven years specific industry experience preferred, related to customer portfolio
- Experience in high velocity returns, e-commerce, and automation a plus
- Experienced in financial management (P & L, balance sheet, forecasting, and budgets) to optimize return on investment.
- Experienced in ensuring compliance with all company policies and procedures and applicable regulatory guidelines.
- Demonstrated success in leading, directing, managing, and developing directors, managers, senior staff and high performance teams.
- Prior management experience and knowledge of business planning methodologies, competitive analysis, and strategy development.
- Proficient in project management methodologies with a focus on managing solution driven strategy plans to achieve goals.

- Demonstrated leadership skills both in influencing a complex organization, and in driving operational and systems improvements.
- Excellent planning, time management, collaboration, decision making, organization, presentation and negotiating skills.
- Uncompromised integrity.