

Position Title: Operations Leader (Manager)

Location: Collingwood, ON

Employment Type: Full-Time

Reports To: Managing Partners

Position Summary

The Operations Leader plays a pivotal role in ensuring safe, compliant, and efficient fuel haulage operations. This leadership position serves as the central liaison between dispatch, drivers, and management, while also supporting customer service, inventory oversight, emergency response, and asset management. The ideal candidate is licensed, adaptable, and committed to continuous improvement—ready to step in as a backup driver when needed and lead the team through evolving technologies and standards.

Core Responsibilities

Safety & Compliance

- Enforce provincial and federal safety standards across all operations.
- Conduct and document regular inspections of vehicles, equipment, and facilities.
- Continuously update safety policies and procedures to reflect best practices and legislative changes.
- Oversee fleet maintenance and ensure timely inspections.
- Ensure full compliance with TDG regulations for fuels, LP, and lubricants.
- Maintain up-to-date TSSA compliance for storage and product handling.
- Hold and maintain a valid PM3 license for petroleum handling.

Emergency Preparedness & Response

- Develop and maintain site-specific emergency response plans.
- Lead emergency drills and ensure team readiness.
- Act as primary responder during incidents and coordinate with emergency services.
- Serve as emergency backup driver during staff shortages or critical coverage gaps.
- Participate in the on-call rotation.

Driver Onboarding & Support

- Lead onboarding for new drivers, including safety orientation, route familiarization, and policy training.
- Conduct ride-alongs and performance evaluations.
- Provide ongoing coaching and mentorship.
- Hold a valid DZ license and support driver training in TDG and PM3 compliance.

Inventory, Dispatch & Asset Coordination

- Monitor fuel inventory levels and coordinate replenishment with logistics.
- Collaborate with dispatch to optimize delivery schedules and resolve service issues.
- Act as the communication bridge between drivers, dispatch, and management.
- Manage company assets including fuel storage tanks, mobile tanks, and related equipment.
- Oversee installation, maintenance, and compliance of tanks and systems at customer locations.

Technology & Training

- Stay current with emerging technologies in fleet management, safety systems, and logistics software.
- Train team members on new tools and digital platforms.
- Promote a culture of adaptability and continuous learning.

Reporting & Communication

- Submit weekly operational reports to management.
- Maintain compliance documentation and inspection records.
- Facilitate regular meetings with dispatch and drivers to address concerns and share updates.

Customer Service

- Address customer concerns related to deliveries, damages, and complaints.
- Support customer onboarding through site visits, needs assessments, and coordination with dispatch.
- Assist with tank installations and ensure customer sites meet safety and operational standards.

Qualifications

- Minimum 3–5 years of experience in operations.
- Strong proficiency in Microsoft Excel, outlook
- Excellent written and verbal communication skills.
- Valid DZ
- Quick learner for various technology platforms.

Compensation & Benefits

- Starting Salary: \$70,000
- Performance Bonus: Based on operational KPIs and safety metrics
- Company Benefits & RRSP Matching Program
- Company Uniform Provided