



Job Description

Position Title: Operations Manager
Report To: Director, Manufacturing & Operations
Department: Operations
Location: Mountain View
FLSA: Exempt
Date: April 2024

[APPLY](#)

We are changing the standard of care for millions of untreated sufferers of ENT conditions. We improve patient access to life-changing relief through safe, practical, and effective innovation that changes how and where patients are served. Aerin differentiates itself with our commitment to providing straightforward and clinically proven products so that ENTs and their patients can make treatment decisions together without limits.

At Aerin Medical our values show up as: always seeking the collective good, holding ourselves and each other accountable, showing respect with compassion, creation and innovation and being all in.

As the Operations Manager at Aerin Medical, you will be an essential part of our mission-driven team, dedicated to transforming the lives of those with untreated ENT conditions. Your role will involve contributing directly to our commitment to innovation and improved patient care.

Job Overview:

The Operations Manager is responsible for day-to-day management and improvement of manufacturing operations systems and processes including Aerin Medical's warehouse, management of all vendors, contract manufacturers, and product-related service providers.

KEY RESPONSIBILITIES:

- **Product Supply**
 - Day-to-day oversight and management of the operations department including but not limited to activities associated with production forecasting and supply chain management.

- Manage order fulfillment and finished product distribution/shipment to customer and distributions, when necessary.
- Manage shipping logistics relating to component and finished goods, including import/export control.
- Maintain and improve inventory management and logistics systems to support scaling operations.
- Hire, train, and supervise warehouse & inventory management staff.
- Hire, train, & supervise manufacturing assemblers and technicians.
- Develop and enhance relationships with contract manufacturers; serves as the primary contact with suppliers, and is responsible for fostering a positive and mutually beneficial relationship with suppliers and interfacing with their management team.
- Manage the transfer of new products into full production and commercialization.
-
- **Logistics Management**
 - Manages and assumes responsibility for order creation, tracking and fulfillment for finished product, samples, and clinical product.
 - Create systems to coordinate and inspect incoming and outgoing shipments.
 - Provide material support to all functions within the company.
 - Manage stock control: the self-assured receipt, storage, retrieval and timely delivery of goods; shipment loading & transferring; document recording and data entry into system.
 - Responsible for regular physical inventories including cycle counts to ensure the accuracy of inventory records.
- **Other Duties & Responsibilities**
 - Procure & oversee outside vendors & consultants, as required.
 - Drives cost savings and quality improvement projects.
 - Fully embody & actively promote Aerin Medical's Quality Policy.

QUALIFICATIONS:

- B.S. or B.A preferred.
- Minimum 8 years of operations experience in a medical device manufacturing environment (or very closely related field).
- Additional exposure to new product introduction and quality systems in medical device industry is desired.
- People Management is highly desired.
- Proven ability in project management and execution.
- Experienced with GMP, GDC, & ERP systems.

- Demonstrated ability to work well with others in a proactive and constructive manner.
- Strong communication skills, both verbal and written that allow for effective communication with all levels of management.
- High level of initiative is a must.
- Able to travel internationally if needed.
- Able to occasionally assist with warehouse activities such as lifting boxes, operating pallet jacks and or forklifts.
- People Leadership experience is a plus.
- Proficiency with the following: Excel, Word, PowerPoint, MS Project.