



Day in the Life of an Operations Manager

Role Purpose

As an Operations Manager, you lead an entire distribution department (Receiving, LDPA, Order Fill, Shipping, Inventory Control, or Safety & Loss Prevention) across all shifts. You are accountable for department performance, people development, process improvements, and driving results that support Tractor Supply's business goals. While typically scheduled Monday - Friday, you are expected to be present across shifts, including evenings and weekends, as needed to support operations and ensure success.

A Typical Day

Start of Day – Alignment & Planning

- Review department KPIs, staffing levels, and workload for all shifts.
- Meet with Supervisors to set goals, align resources, and address challenges.
- Communicate priorities and safety expectations to ensure consistency across shifts.

Morning & Afternoon – Leadership in Action

- Walk the floor across departments; model visible leadership.
- Partner with Supervisors to monitor performance, coach in real time, and solve issues.
- Meet with peers in other departments to coordinate workflow and balance throughput.
- Support Supervisors in coaching and performance management of their teams.

Midday – Business & Strategic Focus

- Analyze data and trends (WMS/LMS, labor reports, safety metrics, productivity KPIs).
- Lead or participate in root cause analysis and continuous improvement initiatives.
- Partner with HR on staffing, recruiting, and corrective action needs.
- Collaborate with SSC and Transportation on planning, volume forecasts, and network goals.

Late Day – Cross-Shift Engagement

- Hold debrief with Supervisors to review results, capture lessons learned, and set next-shift plans.
- Check in with evening or weekend shift leaders to ensure alignment and continuity.

- Review carryover and capacity plans for upcoming shifts.

End of Day – Reporting & Communication

- Submit reports on department performance, safety, quality, and staffing.
 - Communicate successes, issues, and action plans to AGM/GM and SSC partners.
 - Prepare goals and resources for the next day's shifts.
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Key Responsibilities

- Lead and develop Supervisors and their teams across multiple shifts.
 - Own departmental KPIs (throughput, safety, quality, inventory accuracy, on-time shipping).
 - Partner with HR on staffing, performance management, and leadership development.
 - Drive continuous improvement and process standardization across shifts.
 - Collaborate with SSC partners and cross-department leaders to ensure building balance.
 - Ensure compliance with TSC policies, SOPs, and safety regulations.
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Key Accountabilities

- **Department Leadership:** Build a motivated, capable team of Supervisors and associates.
 - **Safety & Quality:** Achieve zero-incident culture while meeting accuracy and service standards.
 - **Operational Results:** Deliver on volume, productivity, and cost targets.
 - **Continuous Improvement:** Lead initiatives that reduce waste, improve flow, and build sustainability.
 - **Cross-Shift Consistency:** Ensure smooth handoffs and alignment of goals across all shifts.
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Top 3 Focus Areas

1. **Develop Leaders** – Build Supervisor capability through coaching, accountability, and career growth.
2. **Drive Results Across All Shifts** – Ensure safety, service, and productivity standards are met consistently.
3. **Enable Continuous Improvement** – Anticipate problems, solve root causes, and scale best practices.