

A decorative graphic consisting of two parallel lines, one blue and one yellow, that curve upwards from the left and then downwards to the right, ending in arrowheads.

**JOB TITLE:** Operations Lead Hand

**LOCATION:** London, ON

**WAGE RANGE:** \$27.00 - \$33.00 per hour

**APPLICATION SUBMISSION DEADLINE:** Open until filled

BigSteelBox, one of Canada's most diversified storage and transportation companies, is looking for a skilled and dependable Operations Lead Hand to support our London, ON. This is a full-time, hands-on operations role, working Monday to Friday, 8:00 a.m. – 5:00 p.m. (hours may vary depending on business needs). We are looking to have the right person join our team as soon as possible.

We offer more than just a job — we provide a career with a competitive base salary, annual profit-sharing program, comprehensive benefits package, and a company-matching RRSP program that begins after three months.

Working for BigSteelBox can provide a challenging and rewarding career with opportunities for growth, a positive work environment, and the chance to be part of a team that impacts businesses and communities. We have fun" is one of our core values. While we take our business and responsibilities seriously, we also know life is better when you enjoy your day! We are proud to be certified as a Great Place to Work®! This certification is awarded after a thorough, independent analysis conducted by Great Place to Work Institute® Canada. Visit our [website](#) to learn more about our [core values](#) and what drives our BigSteelBox family. Go ahead and apply. It could be the best decision you'll make today!

**REQUIRED EXPERIENCE AND QUALIFICATIONS:**

- Minimum Grade 12 education
- Valid DZ Driver's License with a clean abstract
- Forklift certification (or willingness to obtain)
- Experience in commercial driving and yard operations
- Strong understanding of load securement and safety standards
- Mechanically inclined with the ability to perform minor equipment tasks
- Strong communication and teamwork skills
- Comfortable working outdoors in varying weather conditions
- Basic computer skills (email, logs, documentation)

**PRIMARY RESPONSIBILITIES:**

**Driving & Transportation**

- Perform DZ commercial driving, including container deliveries, pickups, repositioning, and inter-yard transfers
- Complete vehicle inspections, logbooks, and load-securement tasks accurately
- Model safe driving practices at all times
- Deliver professional, customer-focused on-site service
- Support workflow through reliable, high-quality driving performance

**Yard Operations & Equipment Handling**

- Operate forklifts to move, stage, stack, and prepare containers safely and efficiently
- Support the Store Manager in coordinating daily yard activities
- Maintain clean, organized yards across multiple locations

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- A decorative horizontal line with a blue arrow pointing right, transitioning into a yellow arrow pointing down and right.
- Perform equipment inspections and minor repairs
  - Complete container readiness tasks such as pressure washing and decaling
  - Provide coaching and on-the-job support to operations team members
  - Uphold and model all safety procedures and best practices

#### **Inventory Control & Asset Readiness**

- Monitor and track container and accessory inventory across assigned locations
- Inspect containers and equipment for damage and service readiness
- Ensure assets are staged according to operational standards
- Maintain accurate documentation and operational records
- Communicate inventory changes, shortages, or concerns promptly to leadership

#### **Sales & Customer Service Support**

- Assist walk-in customers with product information, basic quotes, and service inquiries
- Coordinate with dispatch, drivers, and internal teams to support smooth service delivery
- Contribute to a positive, service-driven team environment
- Support onboarding and training of new team members
- Escalate operational or safety concerns when required
- Perform additional operational duties as assigned

#### **REQUIRED SKILLS/CORE COMPETENCIES:**

- Strategic Thinking - Aligns the internal environment to the overall objectives and strategies of the organization
- Networking and Relationship Building - Networks and build working relationships to respond to current and future needs.
- Adaptability & Change Management - Recognizing potential situations and responding with solutions, tactics, or approaches to reduce or eliminate issues
- Business Acumen - Analyzes complex issues to develop approaches or solutions that are considered forward-thinking and best practice.
- Communication - Adapts communication to respond to an audience or situational requirements
- Teamwork - Encourages others to participate in team activities, ensures teams are working effectively
- Leadership - Builds on the strengths of the workplace and reduces internal weaknesses through training and development
- Learning & Innovation - Continually learning and always generating ideas for innovative approaches to solve problems and how to create a competitive advantage for the business unit
- Negotiation - Includes organizational needs and initiatives to develop solutions that build momentum.
- Drive for Results - Demonstrates a focus on finishing all tasks assigned in a timely manner while taking complete ownership of tasks
- Sales Process – A demonstrated understanding and consistent use within your role.
- Decision Making - Recognizes situations and examines facts to develop clear steps and solid assumptions
- Analytical Thinking - Evaluates, interprets, and analyzes critical, complex information
- Resource and Risk Management - Ensures that internal teams and groups are aligned with organizational resource and financial limitations
- Customer Orientation - Ensures that own and direct reports activities focus on meeting customer needs.

#### **HOW TO APPLY**

We thank all applicants in advance. However, only those selected for an interview will be contacted.