

MONTREAL, Lead Operations, full-time, in-person

Puzzle Medical is developing a percutaneous heart pump for patients with advanced heart failure. The device's modular design allows for safe percutaneous implantation to support both renal and cardiac function through 4mm-pumps anchored in parallel in the descending aorta, allowing stability for patient mobility, mechanical hemodynamic support, helping patients with increased accessibility, improved quality of life, and reduced hospitalizations. To date, Puzzle Medical has successfully: completed a Seed financing round (2022); completed a Series A financing round (2023); completed its first-in-human study with all patients experiencing improvements in cardiac and kidney function (2022); received U.S. Food and Drug Administration (FDA) Breakthrough Device Designation (2021).

SUMMARY

As the Lead of Operations, you will be at the helm of our daily operations, ensuring that our machine shop, workspace, and facilities run efficiently and effectively. Your leadership will be instrumental in managing a team of skilled handypeople, overseeing the organization of space, maintenance of machinery, and ensuring the overall operational readiness of our facilities. This role is pivotal in supporting the development and production of life-saving medical devices and will allow you to contribute significantly to the organization's mission.

RESPONSIBILITIES

- **Team Management:**
 - Supervise and coordinate the activities of handypeople and maneuverers, ensuring tasks are completed efficiently.
 - Provide training, guidance, and support to your team, fostering a culture of safety, precision, and continuous improvement.
- **Facility and Equipment Management:**
 - Oversee the maintenance and repair of machinery and equipment in the machine shop.
 - Ensure that all tools and equipment are functioning correctly and meet safety standards.
 - Manage the organization and layout of the workspace to optimize productivity and safety.
- **Operational Planning and Execution:**
 - Develop and implement operational plans to support production schedules and project timelines.
 - Coordinate with other departments, including engineering and manufacturing, to align operational activities with overall company goals.
- **Safety and Compliance:**
 - Ensure that all operations comply with safety regulations and industry standards.
 - Conduct regular safety audits and implement corrective actions as necessary.
- **Space and Resource Management:**
 - Optimize the use of space within the facility to ensure efficient workflow and storage.
 - Manage inventory of operational supplies and order new materials as needed.
- **Continuous Improvement:**
 - Identify opportunities for process improvements within the operations team and implement solutions.
 - Work closely with cross-functional teams to enhance operational efficiency and reduce downtime.
- **Problem Solving and Root Cause Analysis:**
 - Investigate operational issues, conduct root cause analysis, and develop and implement corrective actions.
 - Collaborate with the engineering team to resolve any issues that impact production or quality.

QUALIFICATIONS

- Handyperson with strong organization skills
- Minimum of 3 years of experience in operations management, preferably within a manufacturing or machine shop environment.
- Experience managing teams in a hands-on, fast-paced setting.
- Strong knowledge of machinery maintenance, space organization, and safety protocols.
- Excellent problem-solving skills and attention to detail.
- Strong communication and interpersonal skills, with the ability to collaborate effectively across departments.
- Experience with electrical/plumbing work and forklift is an asset