

BestDrive National Operations Manager

Your tasks

HOW YOU WILL MAKE AN IMPACT -

The National Operations Manager is responsible for end-to-end operational execution, logistics, and supply chain performance across a multi-location retail organization. This role provides strategic leadership and day-to-day operational oversight to ensure consistent execution, inventory availability, service quality, and operational efficiency across all locations. This position serves as the senior operational leader for the field, with direct leadership responsibility for the Operations Supervisor and Store Managers. The National Operations Manager establishes operational standards, ensures compliance with policies and procedures, and drives continuous improvement across logistics, supply chain, and store operations.

Essential Duties:

- **National Operations Leadership & Field Execution Oversight** - Provides strategic and operational leadership for all store operations across the organization. Establishes and enforces standard operating procedures, ensures consistent execution, customer experience, and safety standards, and serves as the primary point of accountability for overall field operations performance.
- **Logistics & Supply Chain Management** - Oversees logistics and supply chain operations to ensure timely product availability and efficient inventory flow. Partners with suppliers, distribution partners, and internal teams to optimize replenishment, mitigate supply chain disruptions, and improve inventory accuracy, turns, and fulfillment efficiency.
- **Store Operations Oversight & Store Manager Leadership** - Directly manages and supports Store Managers, setting performance expectations, operational KPIs, and execution standards. Conducts regular site visits and operational reviews, identifies performance gaps, and drives corrective actions, coaching, and process improvements to ensure consistent store-level execution.
- **Leadership & Direction of Operations Supervisor** - Provides direct leadership, guidance, and oversight to the Operations Supervisor. Ensures effective coordination between corporate initiatives and field execution, aligns priorities and workloads, and leverages the role to support audits, field initiatives, escalations, and operational compliance.
- **Performance Management, Metrics & Accountability** - Owns operational performance metrics including service quality, productivity, inventory accuracy, cost control, and execution consistency. Reviews performance data, identifies trends and gaps, implements corrective actions, and drives accountability across all levels of operations leadership.
- **Cross-Functional Collaboration & Strategic Support** - Partners with Sales, Pricing, HR, Training, Safety, and Finance to support



Job ID
REF95828C

Field of work
General Management

Location
Charlotte

Leadership level
Leading Business

Job flexibility
Hybrid Job

Legal Entity
Continental Tire the Americas, LLC

operational execution, new initiatives, and process changes. Provides operational insight and recommendations to leadership and supports enterprise planning and decision-making.

- Compliance, Safety & Risk Management - Ensures compliance with company policies, safety standards, and regulatory requirements. Partners with HR and Safety to address incidents, investigations, and corrective actions, and ensures stores remain audit-ready while proactively identifying and mitigating operational and compliance risks.
- Continuous Improvement & Operational Optimization - Identifies opportunities to improve efficiency, reduce costs, and enhance service quality. Leads operational improvement initiatives, change management efforts, and standardization of best practices across locations.

Your profile

WHAT YOU BRING TO THE ROLE -

- Bachelor's Degree in Operations, Supply Chain, Business or related field
- 8-12+ years of progressive operations or supply chain leadership experience
- Working knowledge of Microsoft Office suite
- Refined ability to delegate responsibilities and provide leadership and training to key personnel
- Possession of key competencies, including conflict management, business negotiation, organization and decision-making
- Advanced written and verbal communication skills.
- Must be able to pass a background check including employment history, SSN verification, criminal history, etc. Must be able to pass a drug test

Legal authorization to work in the U.S. is required. We will not sponsor individuals for employment visas, now or in the future, for this job opening.

ADDITIONAL WAYS TO STAND OUT -

- 7+ years' experience in the tire industry
- 5+ years' experience managing and leading people
- Experience in Commercial Tire Retail Operations; multi-unit experience a plus
- Retread tire knowledge

Our offer

Work Environment & Physical Requirements

- Physical Demands: Requires frequent travel to field locations, the ability to stand, walk, drive, and navigate operational environments for extended periods, and the ability to occasionally lift or carry up to 25 pounds.
- Mental & Cognitive Demands: Requires sustained focus, sound judgment, and the ability to manage multiple priorities, analyze complex operational issues, and respond effectively in fast-paced,

high-pressure environments.

- Work Environment: Work is performed in a combination of corporate office, field, and travel settings with regular exposure to retail, warehouse, and outdoor operational conditions while adhering to all safety protocols
- 50-75% travel throughout the country is required.

THE PERKS -

- Immediate Benefits
- Paid Time Off
- Employee Discounts, including tire discounts
- Employer 401k Match
- Diverse & Inclusive Work Environment
- Employee Assistance Program
- Future Growth Opportunities
- And many more benefits that come with working for a global industry leader!

EEO-Statement:

EEO / Disabled / Protected Veteran Employer. Continental offers equal employment opportunities to all qualified individuals, without regard to unlawful consideration to race, color, sex, sexual orientation, gender identity, age, religion, national origin, disability, veteran status, or any other status protected by applicable law. In addition, as a federal contractor, Continental complies with government regulations, including affirmative action responsibilities for qualified individuals with a disability and protected veterans, where they apply. To be considered, you must apply for a specific position for which Continental has a current posted job opening. Qualifying applications will be considered only for the specific opening(s) to which you apply. If you would like to be considered for additional or future job openings, we encourage you to reapply for other opportunities as they become available. Further, Continental provides reasonable accommodations to qualified individuals with a disability. If you need assistance in the application process, please reply to Careers@conti-na.com or contact US Recruiting at 800-821-2727. This telephone line and email address are reserved solely for job seekers with disabilities requesting accessibility assistance or an accommodation in the job application process. Please do not call about the status of your job application, if you do not require accessibility assistance or an accommodation. Messages left for other purposes, such as following up on an application or non-disability related technical issues, will not receive a call back.

Ready to drive with Continental? Take the first step and fill in the online application.

About us

BestDrive, a wholly owned subsidiary of Continental, is quickly becoming the top choice among commercial trucking fleets for our high-quality products and exceptional service. BestDrive Commercial Tire Centers specializes in providing fleet customers with innovative tire

solutions including award winning Continental and General Tire brand products, innovative commercial solution products such as ContiPressureCheck, and a wide array of multi-brand truck tires to address all market segments. Since our founding in 2012, we presently have 25 locations throughout the United States and continue to rapidly expand our footprint throughout the country.