



Position Details

Compensation: \$87,550 CAD annually

Work Schedule: 37.5 hours per week

Location: Full-time at Forbidden Bike Company head office, Cumberland, BC. Consistent on-site presence is required. Local candidates preferred.

Reports To: COO

Start Date: Open immediately. The successful candidate will onboard alongside our current contracted Operations Consultant during a structured transition period.

Probationary Period: 3 months

About Forbidden Bike Company

At Forbidden Bike Company, we are proud to have a team of individuals who are passionate about riding and contributing to the mountain bike community. Forbidden was created by real mountain bikers with the simple goal of making our vision of the perfect mountain bike.

Forbidden is small, and we want to keep it that way. Our size allows us the freedom and agility to develop the products we want to, with no pressure to follow mass market trends.

Position Overview

We are looking for an experienced Operations Manager to own the day-to-day execution of our operational functions. This is a hands-on leadership role responsible for translating company and product plans into actionable operational workflows. The Operations Manager owns fulfillment, inventory management, demand planning, purchasing, supply chain communication, warehouse operations, and team performance.

You will work closely with Sales, Product, Marketing, Customer Experience and our Systems & Technology Director to ensure our operations are accurate, efficient, and scalable. The ideal candidate is a proven operational leader who thrives in a fast-paced, product-based environment — bringing structure and process discipline without losing the adaptability required in a growing small business.

Responsibilities include (but are not limited to):

Fulfillment & Logistics

- Own end-to-end fulfillment operations including inbound receiving, order processing, outbound shipping, and carrier performance.
- Ensure timely and accurate delivery to dealers, distributors, and direct customers.

Demand Planning & Procurement

- Own demand planning and forecasting, working cross-functionally with all departments to anticipate product needs and manage stock levels (including sellable goods and support and warranty inventory).



- Manage purchase orders, track production and delivery timelines, and maintain discipline around cost, MOQ, and lead times.
- Own supplier and vendor communication, including managing relationships, monitoring delivery performance, and resolving supply chain issues proactively.

Inventory & Warehouse

- Oversee inventory accuracy including cycle counts, stock reconciliation, and maintaining clean data within ERP.
- Manage warehouse operations and facilities including space planning, safety compliance (WorkSafeBC), equipment maintenance, and maintaining an organized, efficient working environment.

Team Leadership

- Lead, manage, and develop all members of the Operations team (including staff and contractors).
- Responsible for scheduling, performance management, and team development.

Cross-Functional & Systems

- Drive cross-departmental process improvement, working with all departments to streamline workflows and reduce operational friction.
- Work closely with the Systems & Technology Director to ensure ERP workflows, data discipline, and system configurations reflect real-world operational processes.
- Support new product launches operationally, coordinating inbound timelines, build readiness, and fulfillment preparation.

Reporting & Process

- Own the operational budget including cost control across fulfillment, warehousing, and procurement.
- Monitor and report on key operational metrics including fulfillment accuracy, on-time shipping, inventory turns, and cost per order.
- Develop and maintain SOPs and operational documentation to ensure consistency, continuity, and training readiness.
- Contribute to annual planning, budgeting, and capacity planning processes.
- Potential travel (domestic and international) to visit suppliers, distributors, or attend trade events.
- Other projects and tasks as may be assigned by the COO, including supporting cross-functional initiatives, contributing to annual planning, potential travel, and other reasonable tasks as needed.



Who You Are

- Proven experience in an operations management role within a product-based, inventory-driven business.
- Strong understanding of fulfillment, logistics, supply chain, demand planning, and purchasing at the international level.
- Experience leading, supporting and developing a small team.
- Comfortable working in an ERP environment — Odoo experience a strong asset.
- Highly organized, data-driven, and detail-oriented without being rigid.
- A natural problem-solver who brings process structure without losing adaptability.
- Clear communicator who works effectively across both department teams and external stakeholders.
- Comfortable in a lean, fast-paced environment where you wear multiple hats and take ownership.
- Passion for the outdoor, cycling, or action sports industry is a strong asset.
- Based in or willing to relocate to the Comox Valley, BC. This role is full-time and on-site.

HOW TO APPLY

Please submit a cover letter and resume via email to: employment@forbiddenbike.com

Applications will be received until **3pm May 29, 2026**. Only those shortlisted will be notified. We look forward to hearing from you!

Some benefits to working at Forbidden Bike Company include:

- Competitive salary, commensurate with experience.
- Performance bonuses.
- Flexible working arrangements.
- Staff discount on Forbidden bikes and gear.
- A small, high-trust team that moves fast and builds things that matter.