Operations Manager

REPORTS TO: Director of Operations  
FLSA: Exempt

Job Summary:
The Operations Manager is a key part of our management team and is responsible for the effective and successful management of labor including field services, and warehouse personnel. This position is responsible for overall productivity, quality control, and safety measures as established and set for the Operations Department. Serve as a company representative with both internal and external customers. Carry out supervisory responsibilities in accordance with company policies and applicable laws.

Responsibilities may include interviewing, selection and hiring, training new and existing employees, planning, assigning and directing work, employee’s performance appraisals, addressing employee performance and corrective action plans, and employee motivation and rewards. Organizing the budget of the company in collaboration with the Director. This position will also oversee maintenance of grounds, buildings, and equipment.

Essential Functions:

- Full supervision of all field crews (including subcontractors), ensuring that projects are on-time and complete, adhering to the installation schedule, work plan, and estimated budgets
- Develops and documents “Best Practices” for all field services and warehouse processes
- Strong leader who actively develops employees to their potential
- A mentor who can bring the best out of people and pushes them to want to be great
- Develops installers into leads and creates a culture of empowerment
- Responsible for performance management of crew, coaching and developing as necessary, and handling crew disputes promptly
- Visits projects on a regular basis, interfacing with leads, field service crews, and customers, monitoring the progress and quality of the work being done by the crews
- Responsible for on-going development and training of warehouse and field services staff
- Partners with Director to develop and revise field procedures, as necessary ensuring staff adheres to installation policies and procedures
- Works collaboratively with sales, coordination, design, and project management departments for analysis and planning of installation
- Works with crews to ensure that paperwork, and project closeout is completed timely and accurately
- Overall responsibility for proper staging, loading and unloading of product
- Manage and track key performance indicators (KPIs)
- Oversee equipment utilization (in/outs and rentals) and scheduling efficiencies
- Manages the control, condition, and security of building locations as well as product inventory
- Oversees the scheduling, routing, and control of all trucking activity
• Responsible for insuring accurate and timely cycle counts, as well as other procedural operations to account for inventory, i.e. accurate paperwork, appropriate driver notes, etc.
• Understanding of the use of scanners, and shipping/receiving documentation

QUALIFICATIONS:
• Excellent communication skills
• Positive management and leadership style that empowers others to want to do great things
• Exhibit strong leadership skills; experience successfully supervising and directing teams
• Proficient in building and handy with tools. Able to read blueprints and “build” drawings
• Excellent organization and time management skills
• Proficiency with MS Office Suite: Outlook, Excel and Word
• Ability to learn new software quickly (Core, Snaptracker)
• Proven ability to effectively manage multiple projects amid changing priorities in a fast-paced environment and produce outstanding results
• Effective customer service and conflict resolution skills
• Excellent analytical and problem-solving skills
• Maintaining Safety mindset at all times

EXPERIENCE/TRAINING/EDUCATION/CERTIFICATION:
• High school diploma or equivalent required
• College degree preferred
• Must have a valid WA driver’s license and reliable transportation

Safety:
Responsible for adhering to company safety policies and always performs work in a safe manner. Ensures that safety standards are adhered to in all areas. Provides necessary safety education, including OSHA, DOT, HAZMAT, monthly safety meetings, videos etc. Has overall safety responsibility for both warehouse and field services personnel.

WORK ENVIRONMENT:
Work is normally performed in a typical interior/office work environment. Heavy physical activity required. This position will routinely have to move and lift-up to 10 pounds and on an occasional basis lift-up to 25 pounds. Travel to project sites required. Noise levels are moderate.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.