



POSITION TITLE: DIRECTOR OF OPERATIONS

Reports To: Owners

Position Summary

The Director of Operations is a self-directed position responsible for overseeing day-to-day operations of the company. They are responsible for providing leadership and implementing owner's goals with strategic plans and practical application. They are responsible for organizing the team, resources, and processes to ensure smooth and successful operation at all levels. This position ensures profitability accurate record keeping and organization related to any business compliances and financial data, and acts as liaison between the company, government, customers, vendors and CPAs as needed.

- **Developing strategies:** Work w/ owners and leadership team to facilitate a business model that supports continuous growth and reaches company's goals
- Lead initiatives to enhance efficiencies and support planned growth and profit initiatives
- **Overseeing operations:** Managing team across departments, including finance, production, sales, and operations
- Oversee org. chart to support company growth and fill it accordingly
- Hire & onboard high-performance leadership team members and oversee team building done by leaders to maintain a high-performance culture
- Manage leadership team, including providing weekly individual communication, yearly performance reviews, and documented disciplinary actions as needed
- Keep a solid pulse on team morale to guide leadership and keep core value focus
- Lead meetings with leadership team and others as needed
- Ensure necessary steps are taken for successful long-term customer relationships including participating in traveling, tradeshow or sales calls as needed
- **Improving processes:** Identifying areas for improvement and developing plans to optimize them

- Preparing operational and management reports for quarterly and yearly review and overseeing KPI targets are met consistently
- Support team on day-to-day operations
- Demonstrate growth core value by continuing education and sharing new learned strategies
- Maintain customer satisfaction with above average experiences
- Maintain \$1M/ month minimum shipped
- **Managing finances:** Budgeting and forecasting with monthly financial review to ensure the company stays within budget and improves financials
- Maintain net profit of 10% with growth goal of %15
- **Identifying risks:** Developing and implementing risk management strategies
- **Ensuring compliance:** Ensuring compliance with company, state, and federal regulations for business and safety.
- acts as liaison between the company, government, customers, vendors and other parties as needed.

Minimum Qualifications (Skills and Abilities)

- Associates degree in Business Administration; Bachelors preferred
- Previous experience in Management
- Must be well organized with strong attention to detail
- General knowledge of accounting and reading business financials
- Strong leadership and proven supervisory skills
- Ability to develop and maintain strong team/customer/vendor relationships
- Complete online courses for Accounting in QBO and Misys
- Demonstrated mentoring, coaching, and organizational skills
- Exceptional independent analytical and problem-solving abilities
- Ability to work and interact with department and client organizations
- Strong computer aptitude, including expertise with Microsoft Excel and Word as well as applicable accounting software (ex: QBO, Misys)
- Ability to work independently while managing multiple projects and deadlines
- Embody company core values

Physical Demands and Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle or feel objects, tools, or controls. The employee is required to stand; walk; sit; and reach with hands and arms. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this position include close vision, distance vision, peripheral vision, and the ability to adjust focus. The noise level in the work environment is usually low to moderate.

Note: This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

Reviewed with employee by

Signature: _____

Name (print): _____

Title: _____

Date:

Received and accepted by

Signature: _____

Name (print): _____

Title: _____

Date:

The company is an Equal Opportunity Employer, drug-free workplace, and complies with ADA regulations as applicable.