

JOB DESCRIPTION

Operations Manager

TITLE: Operations Manager

RESPONSIBLE TO: President

SUPERVISES: All personnel

HOURS: Full time 40-50 hours per week (with some flexibility, starting at 7:00 am)
Requires travel to San Francisco, CA 4x per year.

Purpose of Position: Managing the quality, training, and culture of the employees, and building a strong and growing team by effective leadership. The OM is responsible for keeping track of the big picture and identifying potential areas of improvement. The Operations Manager **MUST** always display professionalism, patience, and a people-first attitude.

Duties & Responsibilities:

Ensure all operations are carried on in an appropriate, cost-effective way

Ensure enough field technicians are on staff to service demand

Improve operational management systems, processes, and best practices

Help the organization's processes remain legally compliant

Formulate strategic and operational objectives

Perform quality control and monitor performance KPIs

Recruit, train, and supervise staff (Cleaning, Training, and Office)

Long-term planning to create initiatives that further the company's overall goals

Inspiring and motivating employees to perform at their best through positive encouragement and incentive initiatives

Identifying potential problems and points of friction, working to find solutions in order to maximize efficiency and revenue

Coordinating different teams to foster the exchange of ideas and provide cross-team learning opportunities

Attend/lead weekly executive meetings to report and review KPIs and strategies

Manage the daily and master schedule - continual improvement to maximize efficiency

Handle last-minute call-outs & client cancellations as needed

Manage employees, perform check-ins, reviews, and company culture

Manage hiring and onboarding processes

Maintain accurate attendance records, enforce attendance policies, document infractions

Maintain and enforce all company policy is followed by personnel

Plans and (or) executes office meetings, company meetings, staff celebrations

Carefully monitors customer service and satisfaction, addresses serious complaints, online reviews, in-home accidents (consults President as needed)
Backup on phones, customer service, and sales
Holding employees accountable

KPI's:

- Quality
- Efficiency/Productivity
- Employee Retention
- Hiring goals
- COGS
- Tech avg Revenue Per Hour
- Logistical Efficiency

Requirements:

Degree in Business, Operations Management, or similar field preferred - equivalent knowledge/experience accepted

Proven work experience directly managing 20+ employees

Knowledge of organizational effectiveness and operations management

Experience budgeting and forecasting

Familiarity with business processes

Excellent communication skills

Leadership ability, even-tempered

Ability to start the day by 7am to adjust the schedule as needed for call-outs and last-minute changes

Outstanding organizational skills

Ability to be tech savvy & social media savvy- must be an ambassador for the company online

Ability to travel to San Francisco, CA 4x per calendar year.

This is an amazing opportunity for:

Someone that is very organized and efficient - the person that fills this position MUST be both organized & efficient

A high vibe and happy person - This person will set the tone for our culture, both with the field staff and in the office

A self-starter that wants autonomy in the workplace

Someone that can share and implement ideas in a collaborative environment. We will have regular mastermind meetings and implement action items

Someone that truly cares about people and gets satisfaction from helping others

Someone that wants to be at a company with lots of growth opportunities

Someone that is great with tech and automation

Someone that can efficiently manage and improve driving routes