



Job Title: Operation Manager

Job Purpose/Summary:

Manage overall operations and is responsible for the effective and successful management of labor, productivity, quality control and safety measures as established and set for the Operations Department. Ensure safe and efficient operations. Serve as a company representative on regulatory issues. Enhance the operational procedure, systems and principles in the areas of information flow and management, business processes, enhanced management reporting and looks for opportunities to expand systems. Carry out supervisory responsibilities in accordance with company's policies and applicable laws. Responsibilities may include interviewing, selection and hiring; training new and existing employees; planning, assigning and directing work; authoring and discussing with employee's performance appraisals; addressing employee performance and corrective action plans; employee motivation and rewards. Organizing the production budget in collaboration with the General Manager.

Principal/Main Responsibilities and Tasks:

- Recruit, select, train, assign, schedule, coach, counsel and discipline employees
- Communicate job expectations; planning, monitoring, appraising and reviewing job contributions
- Plan and review compensation actions; enforcing policies and procedures
- Contribute operations information and recommendations to strategic plans and reviews; prepare and complete action plans; implement production, productivity, quality and customer-service standards; resolve problems; complete audits; identify trends
- Forecast requirements; prepare an annual budget; schedule expenditures; analyze variances; initiating corrective actions
- Develop operations systems by determining product handling and storage requirements; develop, implement, enforce and evaluate policies and procedures; develop processes for receiving product, equipment utilization, inventory management and shipping
- Analyze process workflow, employee and space requirements and equipment layout; implement changes
- Maintain safe and healthy work environment by establishing, following and enforcing standards and procedures; complying with legal regulations
- Update job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations
- Accomplish operations and organization mission by completing related results as needed
- Meet or exceed operations labor budget expectations
- Manage staff levels, wages, hours, contract labor to revenues
- Responsible for all department managers and supervisors, with review/approval responsibility for all operations employees

- Run a safe, injury/accident free workplace
- Responsible for all aspects of vehicle and heavy equipment rentals
- Establish contracts and pricing and ensuring proper maintenance and serving as primary liaison with utilities and local government agencies, such as fire, police, health and safety agencies
- Manage relationships with key operations vendors
- Track vendor pricing, rebates and service levels
- Review and approve all operational invoices and ensure they are submitted for payment
- Serve as primary point of contact when there are customer issues related to equipment quality, customer service, or accidents and mishaps on-site. In particular, this includes any issues on-site at client facilities, such as breaking a fence or tape residue on flooring
- Communicate customer issues with operations team and devise ways of improving the customer experience, including resolving problems and complaints
- Work closely with GM and management team to set and/or implement policies, procedures and systems and to follow through with implementation.
- Communicate all operating policies and/or issues at department meetings
- Work closely with the inventory manager and team to perform analysis of our inventory and ensure we are utilizing our inventory effectively, purchasing the right equipment, maintaining solid inventory data and reduce sub-rental expenses
- Communicate with legal counsel and safety department to ensure all processes remain compliant with OSHA and other governmental regulations
- Other duties as assigned

Minimal Knowledge, Skills, and Abilities Required:

- Leadership skills
- Business negotiation
- Organizational skills
- Decision-making
- Data entry & processing skills
- Dependable
- Deadline-oriented
- Budget development
- Critical thinking & problem-solving skills
- Great communication skills
- Influencing and leading
- Delegation
- Stress tolerance
- Ability to multitask
- Reliable & prompt with attendance
- Ability to effectively read plans & details
- Carpenter, Framer, or Woodworking experience
- Capable of using power tools with confidence
- Experience in residential & commercial construction
- Bachelor's Degree in Business Administration, any related field, or equivalent job experience