

## Operations Director, Fulltime, \$40,000.00

### **Duties and Responsibilities:**

- Define, implement and revise operational policies and guidelines for the organization
- Develop and execute new growth directives
- Work with the human resources department to create job descriptions, hire competent personnel and oversee employee training programs
- Work with the human resources department to develop and implement staff evaluation parameters
- Liaising with departmental heads to develop financial plans and ensure company-wide operational compliance
- Keeping track of the company's revenue margins and conduct budget reviews to maximize profits
- Overseeing client support services
- Managing procurement and resource allocation

**The job profile is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee Other duties, responsibilities and activities may change or be assigned at any time with or without notice.**

### **Skills and Qualifications:**

- Excellent leadership and organizational abilities
- Superior knowledge of industry regulations and operational guidelines
- In-depth knowledge of data analysis software packages
- Working knowledge of customer relationship management (CRM) packages
- Outstanding negotiation skills
- Excellent written and oral communication
- Proven knowledge of performance evaluation metrics in a business setting
- First-class people skills.

### **Requirements:**

A master's degree in business administration, finance, personnel management or related fields. Professional certifications in personnel management, operations management, data analysis and supply chain management may come in handy. Leadership training such as decision making, corporate governance, change management, negotiation, strategic leadership and business analysis are good to have.

### **Summary:**

We are looking for an experienced Director of Operations to organize and oversee the daily operations of our company. You will be the one to ensure that our business is well-coordinated and productive by managing its procedures and coaching its people.

The area of responsibility for this role is very wide and thus requires thorough knowledge of various company processes. The ideal candidate must be competent and able to plan many different kinds of operational activities. He/She must be an excellent leader who can discover the most efficient ways to run the business.

The goal is to safeguard and augment the efficiency of the company's operations to facilitate accelerating development and long-term success.

**Supervisory Responsibilities/Direct Reports:**

This role provides direct supervision for one or more staff members. Reports to CEO