



<b>Job Title:</b>	Operations Manager
<b>Department:</b>	Administration
<b>Reports to:</b>	President
<b>FLSA Status:</b>	Exempt
<b>Prepared by:</b>	Human Resources
<b>Prepared date:</b>	7/1/2015

**Summary:** Plan, direct, or coordinate the operations of the company. Responsible for ensuring and improving the performance, productivity, efficiency and profitability of departmental and organizational operations through the provision of effective methods and strategies by performing the following duties:

**Key Job Elements:**

- 1) Coordinate, manage and monitor the workings of various departments in the organization, including production, warehousing, pricing and distribution of goods.
- 2) Oversee activities directly related to providing services.
- 3) Direct and coordinate organization's financial and budget activities to fund operations, maximize investments, and increase efficiency.
- 4) Plan and support sales and marketing activities.
- 5) Liaison with top management.
- 6) Assist in the development of strategic plans for operational activity.
- 7) Implement and manage operational plans.
- 8) Maintain and monitor inventory accuracy.
- 9) Provide technical support to equipment and machinery when necessary.
- 10) Oversee preparation and distribution of end of the month reports.
- 11) Manages the performance of the department's staff through effective key performance goal settings.
- 12) Work with sales team to develop marketing strategies to drive revenue and product awareness.
- 13) Performs other duties as assigned.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Knowledge:**

- a) Bachelor's degree in Business, Industrial Management or a related technical field or equivalent experience in Marketing required.
- b) Ten years related experience and/or training; or equivalent combination of education and experience with at least five years of management experience.
- c) Knowledge of budgeting, sales, business development, and strategic planning.

**Skills:**

- a) Excellent written and verbal communication skills.
- b) Strong interpersonal skills.
- c) Superior organizational and problem resolution skills.
- d) Strong leadership skills, independent thinking, and excellent analytical and problem solving skills.
- e) Superior organization, prioritization, and self-motivation skills.
- f) Uses logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

**Abilities:**

- a) Ability to interact effectively as either a leader or as a member of a team and work collaboratively with other departments.
- b) Ability to lead and mentor staff to achieve significant results.
- c) Ability to influence, negotiate and gain commitment at all organization levels.
- d) Ability to manage multiple tasks and successfully meet deadlines.
- e) Ability to combine pieces of information to form general rules or conclusions.

**Physical Demands:**The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions on this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit. The employee is occasionally required to stand; walk; use hands to fingers, handle, or feel; reach with hands and arms and talk or hear. The employee must regularly lift and/or move up to 10 pounds.

**Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to communicate professionally in person, over the telephone, through email and other electronic means, move about the office or building, handle various types of media and equipment, and visually or otherwise identify, observe and assess.