

Director Of Operations Job Description 8

To help us continue our growth, we're seeking an experienced Director Of Operations. As an ideal candidate, you have proven senior management experience in a highly dynamic setting.

Your organizational, communication, and leadership skills are second to none and you enjoy developing solutions that push innovative boundaries.

You'll work closely with executives to strategize and develop long-term plans that usher in new levels of success.

Director Of Operations Duties & Responsibilities

- Maintain communication with established clients to ensure successful customer service.
- Assess the strengths and weaknesses of the Operations team and manage the team accordingly.
- Establish objectives by forecasting and developing annual development for all regions.
- Monitor the current accounts across all regions.
- Provide on-the-ground support for Operations.
- Maintain complete and accurate documentation.
- Motivate internal team to achieve performance and production goals.
- Identify developmental/career opportunities to ensure staff retention.
- Coach and counsel associates on behavioral and performance issues, document and take corrective action as necessary. Conduct annual staff performance reviews.
- Conduct regular Operations meetings.
- Maintain thorough working knowledge of all services offered
- Locate areas of improvement and propose corrective actions that meet challenges and leverage growth opportunities.
- Share knowledge with other branches and Corporate on effective practices, competitive intelligence, business opportunities and needs.
- Address customer and employee satisfaction issues promptly.
- Adhere to high ethical standards, and comply with all regulations/applicable laws.

Director Of Operations Requirements & Skills

- Four-year college degree or 5 years of equivalent Management experience.
- Minimum of four years related experience with strong emphasis on leadership.
- Proven track record of leading a team.
- Excellent communication skills.
- Strong decision-making abilities.
- Ability to analyze profit/loss statements and other related financial data to make solid business decisions.
- Excellent leadership, managerial, organizational and communication skills.
- Ability to prioritize and multitask.
- Adaptability, flexibility and the ability to maintain effectiveness during change.
- Highly dependable with the ability to work flexible/extended hours as needed.
- Demonstrated knowledge of Microsoft Office (Word, Excel, Outlook and PowerPoint).
- Professional appearance and attitude
- Strong sense of urgency.