

Operations Manager

Main Functions:

- Liaising with GM to make decisions for operational activities and set strategic goals
- Planning & monitoring the day-to-day running of the businesses to ensure smooth operation
- Supervising staff from different departments and provide constructive feedback

Job Overview:

We are looking for three experienced **Operations Manager** to organize and oversee the daily operations of our company. The successful candidates will be the ones 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 candidates must be competent and able to plan many kinds of operational activities. They must be excellent leaders who can work together to 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.

Reports to:

GM – Ashley Salen

Responsibilities

- Liaise with GM to make decisions for operational activities and set strategic goals
- Plan and monitor the day-to-day running of business to ensure smooth progress
- Supervise staff from different departments and provide constructive feedback
- Evaluate regularly the efficiency of business procedures per organizational objectives and apply improvements
- Oversee customer service processes and organize them to enhance customer satisfaction
- Revise and/or formulate policies and promote their implementation
- Manage relationships/agreements with external partners/vendors
- Ensure that the company runs with legality and conformity to established regulations

Job Duties:

The Operations Manager performs some or all the following duties:

- Assist with scheduling including but not limited to managing conflicts, time off and shift change requests
- Aid all locations if someone calls in sick to ensure all tasks are completed
- Aid locations that do not have a manager on duty during your shift
- Answer phone calls and emails on a regular basis
- Deal with customer complaints in a timely manner
- Complete some daily bookkeeping tasks to assist the GM
- Maintain a neat and orderly work environment

- And other duties as assigned by GM

Requirements

- Proven experience as Operations Manager or equivalent position
- Excellent organizational and leadership abilities
- Outstanding communication and people skills
- In depth knowledge of diverse business functions and principles

Working Conditions

- Workweeks 2-5 days per week, Monday-Sunday, 6-12 hours per day, no shifts beginning before 7:00 am or finishing later than 11:00 pm
- The OM is entitled to ½ hour paid lunch and two 15 minute coffee breaks paid time – but the time this is taken should be flexible
- The OM is frequently exposed to noise and a regular flow of people
- The OM will be assigned changing priorities
- The OM may have the opportunity to work overtime, with paid compensation
- The OM will be a seasonal position beginning in April and ending in October.