# **NSCA**

# **Sample Position Description**

# **Title:** Operations Manager

# **Reports to:** Vice President of Operations

# **Class:** Full-Time

# **Type:** Salary

# **Revised:** 9/15/20XX

**Primary Role:**

The Operations Manager is responsible for the oversight of technicians and installers on all projects. Assists Vice President of Operations with development/implementation of processes/policies to improve efficiencies in the operations department. Assists technical staff with high-end customer-related issues. Assists with development of Operations budget. Monitors service/installation tickets for accuracy. Assists with monthly billing projections.

**Responsibilities:**

1. Oversees the performance of technical personnel on all projects
2. Assist with the development and implementation of processes/policies for the Operations department
3. Monitors labor mark-ups
4. Responsible for analyzing and identifying reasons for project overages
5. Monitors accuracy of service/installation tickets
6. Assists Vice President of Operations with Operations budget
7. Responsible for assisting technical staff with high-end customer-related service issues
8. Responsible for providing Vice President of Operations with monthly billing projections
9. Assists with other departmental reports
10. Supervises all service employees for compliance with company employee handbook
11. Supervises all safety training requirements
12. Other duties as assigned from time to time by management

**Accountability:**

The Operations Manager will be accountable to the Vice President of Operations. Secondary accountability will be to the other management team members, employees and customers of the company.

**Qualifications:**

The Operations Manager shall possess a two-year electronics degree from an accredited college or university. A minimum of 4 years working experience in the electronics field is required. This person must be able to manage multiple tasks simultaneously and work well with other people.

**Travel:**

Some out of town travel required.

**Additional Skills and Abilities:**

1. Excellent written and verbal communication skills.
2. Must be responsible, self-motivated, self-starter, personable and well-organized.
3. Superior customer service skills to deal with both internal and external customers.
4. Ability to manage multiple tasks simultaneously.
5. Strong interpersonal skills; ability to work with diverse groups.
6. Proficiency in the use of personal computers including such programs as MS Word, Excel, Access, PowerPoint and Outlook.
7. Ability to demonstrate planning, organizing and implementing skills which allow the successful completion of a project by a specific due date.
8. Must be able to effectively handle stressful situations.
9. Must be able to read and effectively interpret general business documentation.
10. Valid and current drivers license.

**Physical, Mental and Environmental Requirements:**

1. Employee is required to stand, walk, climb, sit and use hands and fingers.
2. Some light lifting of objects is required.
3. Reaching, grasping and carrying activities also required.
4. The noise level in the work environment is usually moderate.
5. Although most work is performed inside, occasional outside activities are subject to seasonal temperature fluctuations.

All requirements may be modified to reasonably accommodate individuals with disabilities.

This job description does not list all the duties of the job. You may be asked by supervisors or management to perform other instructions and duties. You will be evaluated in part based upon your performance of the tasks listed in this job description.

Management has the right to revise this description at any time. The job description is not a contract for employment, and either you or the employer may terminate employment at any time, for any reason as outlined in the employee manual or other written agreement.