# **NSCA**

#  **Sample Position Description**

# **Title:** Vice President of Operations

**Reports to:** President/General Manager

**Class:** Full-Time

**Type:** Salary

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

# **Primary Role:**

# *To implement and manage all company goals and objectives. To fulfill the role of department head for the operations portion of the company. To facilitate the development and/or take responsibility for the implementation of the operations portion of the annual business plan. Duties will include direct support of a cross-functional integration and synergism of all departments, oversee project management functions, supervise design and engineering support functions and manage the customer service activities. To be available for client and vendor intervention as needed and facilitate internal communications to provide direction and support of the operations staff. To establish an operations budget, training program and other critical programs that are success factors designed to support the mission, objectives, guiding principles and vision of the company. To direct and lead staff related to operations activities utilizing in-depth industry knowledge and experience as a guide.*

**Responsibilities:**

1. Serve as the primary operations department head. As such, be responsible for meeting profit requirements of the company
2. Oversee the operations on a daily basis
3. Serve as a member of the management team and support other members as needed. Serve as primary company contact with labor organizations
4. Ensure integrated efforts and provide feedback and direction to staff regarding strategic planning, goals and objectives for overall company performance, individual performance, employee retention and acquisition
5. Oversee the operations budget, facilitate planning, develop long-range plans for the department and participate in management team meetings. Be responsible for administration and distribution of timely project reports as required
6. Communicate operations issues to other members of the management team. Complete appropriate section of companies strategic plan detailing 1) objectives and goals and 2) tactics for how to achieve goals for department activities
7. Be responsible for determination and funding requirements of a staff development and training program and work with management to regularly evaluate the development progress
8. Assist in preparing cost estimates for projects and sign off on labor requirements for large projects. Develop a baseline for labor estimates using industry guidelines or company history
9. Maintains safety records through a commitment to the company’s safety program
10. Oversee the customer service functions and establish a quality assurance program to measure the level of customer satisfaction
11. Oversee the process for documentation that is provided to the customer, used in job files, submitted for payroll and labor records
12. Establish and manage a work procedure program to ensure staff availability when needed to fulfill commitments and meet production schedules
13. Perform the function of hiring and firing the operations staff in accordance with company procedures and applicable laws
14. Ensures that all annual evaluations of operations staff are done according to company policy
15. Oversee the administrative and clerical staff designated to perform operations functions
16. Attend job meetings as required to speak on behalf of the company as conditions may require. Determine the point at which project managers, supervisors or technical staff, require your involvement
17. To lead by example, adhere to highest ethical standards and create a positive work environment
18. Effect change as needed to make for a pleasant working environment, a value-added customer resource, and a profitable business concern
19. Other duties as required or assigned from time to time

### **Accountability:**

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

# **Qualifications:**

The Vice President of Operations shall be possess a minimum of a Bachelors Degree or10 years experience in the industry with 5 years supervisory experience in the electronics systems contracting industry or similar field. The Vice President of Operations should possess knowledge of contractor issues, labor relations, project management issues, job costing and be skilled in supervising and managing people.

## Travel:

It is expected that this position will require a moderate amount of travel. It will also be required that the Vice President of operations occasionally travel to customer and vendor sites. Travel to industry events such as NSCA Expo will also be 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.