

JOB DESCRIPTION

Title: Operations Manager **Dept:**

Reports to: **Location:**

Classification: **Base:**

Position Summary:

Responsible for achieving the financial goals and increasing the growth and profitability of branch office(s) by developing and maintaining client relationships, developing the internal staff, and promoting a cohesive, positive team environment within the branch office. Leads the branch in a manner that continually improves employee morale, provides for disciplinary consistency, fairness, and training effectiveness.

Responsibilities:

- Develops procedures within the branch to help promote and ensure high quality customer service. Leads branch activities and coordinates the work flow.
- Monitors daily activities to verify that service standards are being maintained and practiced.
- Supervises various administrative activities including the completion of financial reports, processing of personnel records, updating of client and internal/external personnel files, etc. in a timely and accurate manner.
- Responsible for developing and carrying out effective action plans to positively impact branch operations.
- Reviews accounts receivable reports on a monthly basis. Works to keep receivable current and to limit bad debt write-offs to an acceptable level within limits of authority as set by management.
- Reviews worker's compensation detailed status reports on a monthly basis. Analyzes risk of individual jobs of client sites, determines causes of risk, and takes appropriate steps to minimize the risks.
- Review unemployment reports and summaries on a monthly basis. Works with corporate office to minimize future potential claims. Completes all paperwork in an accurate and timely manner.
- Monitors and/or participates in the recruiting efforts of branch personnel in maintaining a pool of qualified field staff employees.
- Hires and trains internal staff. Divides the workload and submits requests for staffing changes to supervisor for approval prior to conducting recruiting activities.
- May supervise recruiters and recruiting assistants or other branch personnel.
- May conduct performance reviews and corrective actions of internal direct reports. May make recommendations for position and salary changes as required by the branch office.
- Acts as a liaison between the branch staff to ensure that a high quality service is being provided. Advises management of any service issues or concerns.
- Maintains integrity of company's database by accurately inputting data.
- Strives to keep branch expenses low by maintaining awareness of client credit issues, unemployment concerns, and worker's compensation issues. Reports any concerns to management.
- Responsible for working well with others and maintaining positive attitude within a team environment.
- Completes all training and orientations as required by management.
- Performs other related duties and projects as assigned.

Knowledge, Skills, and Education Required:

- Associate's degree or equivalent experience in business, management, or related course of study required.
- Bachelor's degree in business, management, or related course of study preferred.
- Two years of previous leadership and supervisory experience in an office environment.