

JOB TITLE: Operations Manager
REPORTS TO: President
EXEMPTION STATUS: Exempt
GRADE/SALARY:
DEPARTMENT:
LAST UPDATED: January 10, 2012

PURPOSE

The purpose of this Job Description is to establish and define the authority, accountability, reporting relationships, responsibilities, duties, and measures of performance of the Operations Manager of _____.

BASIC FUNCTION

The Operations Manager is responsible for organizing, planning and managing resources to complete a construction project - preferably on schedule and under budget.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

- Review and approve/reject invoices weekly.
- Prepare for and conduct project update meetings weekly.
- Supervise the operations of construction projects.
- Handle pertinent personnel-related problems of field staff with assistance from Human Resources.
- Prepare Operations and Maintenance Budget applicable to area of responsibility and supervises all field O&M functions.
- Deal with difficult problems that Project Managers or Supervisors are unable to resolve.
- Perform all necessary action to ensure that adequate personnel scheduling, materials, equipment and other coverage is available for all construction, operational, maintenance and emergency functions.
- Maintain open line of communication with owner/tenant, architect, and engineer throughout direction of project.
- Visit job sites periodically and check for inaccuracy.
- Ensure toolbox talks are being administered.
- Ensure safety policies and procedures are followed daily.
- Direct Project Assistant in completion of duties.
- Coach and assist associates in their career development to build skill levels within their position.
- Ensure quality craftsmanship of work completed daily.
- Approve/deny associate vacation requests; submit original to Human Resources.
- Understand basic guidelines for human resource administration and implement as appropriate.
- Monitor and supervise day to day Project Manager and Supervisor activities on a daily basis.

- Prepare and conduct performance evaluations jointly with Human Resources as needed.
- Document associate positive and negative performance throughout the year as it occurs.
- Stay current with changing technology/tools and participate in educational/training opportunities.
- Follow company policies and procedures.
- Perform job in a professional manner (appearance, language, behavior).
- Demonstrates respect for the differences between personalities and works toward consensus through positive teamwork.
- Upholds the values and missions of _____.
- All other duties as assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to complete all areas outlined for this position in a satisfactory manner. The requirements listed below are representative of the knowledge, skills, and/or abilities necessary to meet the minimum job requirements of this position.

EDUCATION

- Required: High School Diploma or GED
- Preferred: Bachelors Degree in Construction Management or Engineering field

LICENSING/REGISTRATION/CERTIFICATION

- Required: Have and maintain valid Driver's License with proof of insurance according to company standards.
- Required: Completion of OSHA 30 Hour certifications are required within the first year of employment.

EXPERIENCE

- Required: 7-10 years of field experience
- Required: 6 or more years in blueprint and specification reading and design.
- Preferred: Experience as a Project Manager or Field Supervisor (or equivalent position) in a construction related organization.

SKILLS, KNOWLEDGE, AND ABILITIES

- Knowledge of the general construction industry and the sub trades.
- Understanding of construction estimating techniques and standards.
- Ability and willingness to travel.
- Fluency with tools used in various trades.
- Ability to use many different communication tools.
- Ability to communicate with office/field staff, subcontractors, suppliers, owners/tenants, architects, and engineers.
- Ability to perform tasks and follow directions assigned by the President accurately and within the specified timeframe.
- Ability to productively manage time and materials in order to maximize efficiency and quality.
- Computer knowledge, mathematics, business writing, organizational, technical, human relations, and conceptual skills to manage projects.
- Take pride in servicing the customer and have a strong commitment to safety.

- Ability to motivate others and create personal value within a team.
- Ability to identify and troubleshoot problems before they become major issues.
- Ability to handle multiple tasks at the same time while maintaining attention to detail.
- Ability to be self-motivated.
- Skilled in decision making.
- Ability to meet deadlines.
- Ability to work in stressful situations.
- Knowledge of Microsoft Project software and Master Builder (or equivalent applications).
- Knowledge of Microsoft Office Applications.
- Excellent written and verbal communication skills.
- Ability to interact with management.

PHYSICAL DEMANDS

These physical demands are representative of the physical requirements necessary for an associate to successfully perform the essential functions of the Operations Manager's job.

While performing the responsibilities of the Operations Manager's job, the associate is required to talk, hear, and see. The associate is often required to sit and use their hands and fingers, to handle or feel and to manipulate keys on a keyboard. The associate is occasionally required to stand, walk, reach with arms and hands, climb or balance, and to stoop, kneel, crouch or crawl. The associate is often required to elevate to heights of 30 feet or higher and lift 75 pounds or more. Must have sufficient manual dexterity to be able to operate all office equipment including, but not limited to: computers, fax machines, copy machines, and telephones.

WORK ENVIRONMENT

While performing the responsibilities of the job, these work environment characteristics are representative of the environment the Operations Manager will encounter.

While performing the duties of this job, the associate is occasionally exposed to moving mechanical parts and vehicles. The associate is also exposed to varying weather elements. The noise level in the work environment is usually moderate to noisy.

CONCLUSION

This job description is intended to convey information essential to understanding the scope of the Operations Manager's position and it is not intended to be an exhaustive list of skills, efforts, duties, responsibilities or working conditions associated with the position.