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| ***T******itle:*** | Senior Operations Manager |
| ***D******epartment:*** |  |
| ***I******mmediate Supervisor:*** | Director of Operations |
| ***L******ocation:*** |  |

**Job Summary:**

The Senior Operations Manager for the organization’s Program is responsible for day-to-day operations of a $9+M social enterprise and largest professional Business Improvement District (BID) street maintenance business in [location]. This position is both an operations role (representing the organization at customer meetings, managing office and contract-level staff, coordinating contract needs, etc.) and a programmatic role (providing on-the-job feedback, mentoring Supervisors and client workers, developing professional training, etc.). This position works closely with staff in all departments of the organization, especially Client Services (e.g., client case managers).

**Duties and Responsibilities to include but not limited to:**

* Operational Effectiveness
  + Manage a variety of the organization’s Enterprises office staff.
  + Oversee daily operations to ensure that we meet or exceed all contractual obligations.
  + Evaluate and identify areas for improvement in operational processes and assist staff in executing the necessary procedural adjustments for optimal efficiency.
  + Ensure safety of all workers and that work is performed in compliance with OSHA and best practice standards.
  + Identify leadership potential and assist in developing training to build and maintain a pool of lead workers.
  + Develop and enforce policies and procedures within Works that are consistent with established CE standards.
* Customer Service and Interdepartmental Collaboration
  + Serve as a face of the organization for our customers, district business owners, and other stakeholders by delivering consistently high levels of customer service.
  + Work collaboratively with other organization’s businesses and departments to ensure the delivery of exceptional service for our client workers.
  + Provide support in preparing service proposals for new contracts and businesses.
* Client Support and Guidance
  + Oversee the training process for transitional clients.
  + Use discretion to consistently apply HR policies and guidelines.
  + Work closely with contract-level Supervisors to provide appropriate, timely and meaningful feedback, advice and mentorship to client workers.
  + Document all client conversations and communicate any concerns regarding performance/personal struggles immediately to respective Client Services and HR staff.
  + Balance the business needs of the social enterprise with the service needs of the clients.
* Adhere to all organization’s Enterprises policies and procedures.
* Support the organization’s Mission and adhere to the organization’s Code of Ethics.
* Act as a liaison between organization’s Enterprises and other organization’s departments.
* Other duties as assigned.

**Job Skills & Qualifications:**

* Minimum 1-3 years in program delivery, administrative duties, and/or customer service experience.
* Bachelor’s degree or equivalent experience required.
* Excellent organization and time management skills.
* Excellent verbal and written communication skills.
* Self-starter with “can do” attitude and takes initiative.
* Excellent problem solving and analytical thinking skills.
* Must be able to relate to and work well with teammates, customers and organization’s client population.
* Demonstrated knowledge of best and compliant employment practices.
* Willingness to be on call 24/7, depending on business needs.
* Ability to work simultaneously on multiple (often unrelated) projects.
* Computer literacy required. Must be proficient in Internet research, Microsoft Office programs and be willing to learn other applications as needed.