

## Operations Manager

### Company Description

Multi-faceted, Black-owned and woman-owned fast-growing small business enterprise, consisting of several subsidiaries that operate from its Oakland City/Atlanta headquarters. The company is involved in (but is not limited to) acquiring, renovating, and managing various types of real estate properties; renting both indoor and outdoor residential and event spaces; the operation of an on-site retail space; running a Bed and Breakfast; and showcasing various community and social events, including those designed for charitable donation and the distribution of goods and services to the needy.

### Job Overview

The Operations Manager will be responsible for overseeing all businesses that comprise the Collective of entities owned and operated by the parent company. Responsibilities include leading, guiding, and directing the people and work processes that drive each business as well as developing, implementing, and managing strategies for success. The role will be central to our organization's ongoing development, growth, and competitive edge within the various fields in which it is involved. The Operations Manager reports directly to the CEO and will assist her in guiding all team members towards achieving her vision and goals for the Collective.

### Responsibilities

- Plan, coordinate, and monitor the day-to-day operation of the business collective to ensure all department managers, supervisors, support staff and related work processes are expedited efficiently and effectively
- Ensure the development and implementation of an operations system that maximizes the results of event space marketing, booking, and renting; manage business systems and strategies; identify new business opportunities; liaise with the CFO for decisions regarding these and other operational activities, systems, and strategic goals
- Recruit, select, assign, coach, counsel, and oversee department managers, supervisors, leads, and third-party contractors; promote their innovation and productivity; provide action-driven goals; observe performance outcomes and encourage improvement where necessary
- Work closely with the General Manager(s) and the management and support teams to develop, implement, evaluate, manage, execute, and enforce effective policies, procedures, and systems-to ensure compliance with and conformity to established internal and external mandates-legal and otherwise
- Review financial information and adjust operational budgets to promote profitability; evaluate overall operational performance; gather, interpret, and convert data and metrics into analytical management reports for the CEO
- Oversee customer support processes and organize them to enhance customer satisfaction; Develop measurable, timeline-driven action plans; implement productivity, quality, and customer-service standards. Serve as the escalated point of contact when there are unresolved issues related to customer service inquiries, accidents, and mishaps on-site and at all buildings; evaluate customer issues with the operations team and devise ways of improving the customer experience, including minimizing escalated complaints/unresolved issues

- Maintain a safe and healthy work environment by establishing, following, and enforcing safety standards and procedures protocols; complying with legal regulations; and by working directly with the security team to ensure all buildings are secure for customers, visitors, and team members
- Manage relationships/agreements with external partners/vendors; attend community meetings
- Ensure all business licenses and other government-required business filings are properly obtained, maintained, and up to date
- Evaluate the efficiency and efficacy of business procedures according to organizational objectives; achieve operational and organizational mission by achieving/exceeding targeted goals
- Other operational-related duties, as assigned

### **Qualifications**

- Bachelor's Degree in Business, Operations Management, Accounting, or other related field
- 5+ years of Operations Management experience, or similar role
- Self-motivated, forward-thinking
- Excellent written and verbal communication skills
- Exceptional knowledge of organizational effectiveness and operations management
- Highly skilled in business and financial principles
- Comprehensive analytical, problem-solving, and critical thinking skills
- Advanced knowledge of analytical tools for creating budgets and revenue forecasts
- Excellent leadership, social, and active listening skills
- People and processes management background
- Ability to create a teamwork environment
- People-friendly, customer satisfaction-focused
- Outgoing, professional, articulate, adaptable
- Thorough knowledge of Excel, Word, PowerPoint, QuickBooks

### **Compensation and Other Information**

- Salary range: Starting at \$60,000 annually (plus bonus potential)
- Immediate opening
- Special perks from the CEO
- Inner-city travel required (within Atlanta area)
- Some weekend, night hours required
- In-person office work schedule