

Job Summary:

The General and Operations Manager will plan and oversee the daily operations of the organization to ensure goals and objectives are achieved.

Supervisory Responsibilities:

- Hires and trains new employees.
- Organizes and oversees the schedules and work of assigned staff
- Conducts performance evaluations that are timely and constructive.
- Handles discipline and termination of employees as needed and in accordance with company policy.

Duties/Responsibilities:

- Establishes, implements, and communicates the strategic direction of the organization's operations division.
- Plans and organizes daily activities related to production and operations.
- Measures productivity by analyzing performance data, financial data, and activity reports.
- Coordinates with other support departments such as human resources, finance, and logistics to ensure successful production operations.
- Collaborates with executive leadership to develop and meet company goals while supplying expertise and guidance on operations projects and systems.
- Identifies, recommends, and implements new processes, technologies, and systems to improve and streamline organizational processes and use of resources and materials.
- Determines labor needs to meet production goals.
- Assists with budget preparation for operations unit.
- Assists with, or prepares and updates, organization's operations manual and policies.
- Ensures work environments are adequate and safe.
- Oversees sales and operations departments, ensuring each is reaching goals set by departmental and company leadership.
- Communicates and explains new directives, policies, or procedures to managers; for major changes, meets with entire operations staff to explain changes, answer questions, and maintain morale.
- Improves customer service and satisfaction through policy and procedural changes.
- Projects a positive image of the organization to employees, customers, industry, and community.
- Ensures that departmental decisions and project plans such as those for staffing, development, organization, material efficiency, hardware acquisitions, and facilities are in line with the organization's business plan and vision.
- Establishes, communicates, and implements operations-related policies, practices, standards, and security measures to ensure effective and consistent support and execution.
- Presents periodic performance reports and metrics to the chief executive officer and other leadership.

- Maintains knowledge of emerging technologies and trends in operations management.
- Identifies training needs and ensures proper training is developed and provided.

Required Skills/Abilities:

- Excellent managerial and supervisory skills.
- Extensive knowledge of operations and production management.
- Ability to interpret financial data as needed to set production goals.
- Excellent organizational skills and attention to detail.
- Excellent written and verbal communication skills.
- Proficient in Microsoft Office Suite or similar software.
- Thorough understanding of practices, theories, and policies involved in business and finance.
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Education and Experience:

- Bachelor's degree in Business Management, Business Administration, or related field required; M.B.A. preferred.
- Certification through the Institute of Certified Professional Managers (ICPM) preferred.
- Five years of related experience required.

Physical Requirements:

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to access and navigate the production facility.
- Must be able to lift 15 pounds at a time.