



Employee Job Description

Operations Manager

Reports to: Company Owner

Compensation: \$70,000-\$90,000

Summary: The Operation Manager is responsible for training and coaching new and existing employees and driving customer satisfaction. Planning, directing, and coordinating operational activities to promote efficiencies and growth.

Core Value: Grow together – Do the right thing – We communicate

Our Niche: Provide a more professional contractor experience while helping customers achieve comfort and savings in their homes.

DUTIES AND RESPONSIBILITIES:

- Drive customer satisfaction and improve customer experience
- Maintain equipment to remain operational
- Stay current on training with vendors
- Enforce company policies and procedures at all times
- Hiring technicians in the install department
- Initial and reoccurring training the install department
- Document policies and procedures and save in the Shared Drive
- Manage inventory at each site
- Point of contact for customer escalations
- Continue to contribute to the growth of team members
- Continue to improve profit and ensure profitability KPI's are met
- Manages project planning on a daily, weekly and monthly basis
- Offer support to sales team
- Spend one day per week onsite with Central MD, Harrisburg, and Tri-State operations
- Act as Install Manager for locations without an Install Manager

SUPERVISOR RESPONSIBILITIES:

- Install Managers
- Crew Leaders



COMPETENCIES: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- **Leadership** - effectively work with other team members to ensure customer satisfaction, employee growth and problems are solved if they arise. Create other leaders within the organization.
- **Customer Service** - develop a positive working relationship with customers and answer any job-related questions accurately and respectfully.
- **Conflict Resolution**- Steps up to conflicts. Seeing them as opportunities. Reads situations quickly. Good at focused listening. Can hammer out tough agreements and settle disputes equitably. Can find common ground and get cooperation with minimum noise.
- **Organization**- ability to orchestrate multiple activities at once to accomplish assigned goals. Knows how to use resources effectively and efficiently. Arranges information in an extremely organized and detailed manner.
- **Mathematical Skills** – Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- **Technical skills** – ability to interpret installation methods along with work order, contracts, building science and equipment functionality.

Employee Signature: _____

Date: _____

Employee Name:

(Printed)

