



JOB DESCRIPTION

JOB TITLE: Director of Operations

FLSA: Exempt

DISCLAIMER: The following job description is to outline the general nature and degree of work performed by employees within this job classification. It is not intended to contain or be interpreted as a comprehensive inventory of all duties and responsibilities required of employees assigned to this job.

PRIMARY PURPOSE: The Director of Operations shall in collaboration with the Executive team be primarily responsible for coordinating and overseeing operations of service, management of allotted employees, developing healthy customer and employee relationships, and ensuring overall effective and efficient operations of vending, micro-market and office coffee businesses. The Director of Operations will also be responsible for developing and implementing strategic plan(s) related to daily operations. The Director of Operations shall serve as an administrative representative of the company, and a liaison with other operational and executive leadership to ensure optimal service.

MINIMUM SPECIFICATIONS:

Education: College: Degree preferred, Business Management or related degree

Experience: Previous Management or related experience 2+ years preferred

Certification/Licensure: Valid driver's license

Skill/Abilities:

- Must be highly motivated with the ability to work independently
- Must have leadership and negotiation skills
- Must have interpersonal skills and team building qualities
- Must be proficient in verbal and written communication
- Must be proficient in oral and printed presentations
- Must be proficient in Microsoft Office or equivalent (to include Word, Excel and PowerPoint)
- Must be able and comfortable in bending and squatting
- Must be able to lift, carry, and push light to moderate weight of products
- Must have discretion and confidentiality abilities
- Must have a valid driver's license

- Must become knowledgeable and proficient in utilization and adaptation of franchise software within 3 months to date of start

JOB DESCRIPTION:

- Oversee activities directly related to providing services
- Direct and coordinate activities of businesses or departments concerned with the pricing, sales or distribution of products
- Review financial statements, sales and activity reports and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and program improvement
- Manage staff, preparing work schedules and assigning specific duties
- Establish and implement departmental policies, goals, objectives and procedures, conferring with organizational officials and staff members as necessary
- Determine staffing requirements and interview, hire and train new employees, or oversee those personnel processes
- Determine goods and services to be sold and set prices and credit terms, based on forecasts of customer demand
- Monitor businesses and agencies to ensure that they efficiently and effectively provide needed services while staying within budgetary limits
- Become an expert in all franchise software including but not limited to 365 Markets, Seed Cantaloupe
- Manage daily operations ensuring that AmeriTex is properly equipped (with product, personnel and training) to properly take care of all existing customers while also positioning the company for extreme growth.
- Supervise and coordinate all operational activities involving vending, micro-market and coffee services
- Collaborate with the Executive team, primarily the President and implement a strategic plan for effective and efficient operations
- Plan, develop and collaborate with Executive team strategic and performance measurement processes
- Collaborate with other departmental leaders in executing approved strategic plans
- Prepare and provide employee evaluations (new hire and annual)
- Provide employee education/training to include electronic devices and software (handhelds and other inventory management systems software)
- Provide on-site training and field observation/evaluation of employees to include employees' use of electronic devices/software
- Collect and analyze operational data for routine and custom reports
- Create, manage and customize executive/operations dashboard reports
- Plan, prepare and present weekly, monthly, and annual reports as directed
- Meet with stakeholders to ensure timely deliverables and coordination of activities
- Maintain confidentiality of fiscal and personnel related information/data
- Assist with operational and budgetary planning
- Promote internal and external relationship building with employees, vendors and contractors based on organization's mission and vision
- Promote and ensure adherence to organization's mission and vision
- Promote and assist with employee conflict resolution
- Promote employee and vendor satisfaction and retention
- Stay abreast of current industry trends, not limited to conference and trade show attendance
- Perform other related duties as assigned

WORK STYLES:

- Job requires working or acting together as a member of a team for common purpose or benefit
- Job requires having excellent attendance, being reliable, responsible and fulfilling obligations
- Job requires consistency of actions, methods, principles, expectations and outcomes
- Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations. Any insubordination will be grounds for immediate dismissal
- Job requires being careful about detail and thorough in completing work tasks
- Job requires accepting criticism and dealing calmly and effectively with high stress situations
- Job requires a willingness to personally take on responsibilities and challenges
- Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job