

Job Title: Operations Manager

Department: Operations

Job Type: Full-time

Reports to: CEO/COO

Position Overview: We are seeking a highly motivated and experienced Operations Manager to oversee the day-to-day operations of our Dispatch, Field Technician, Sales, and Support teams. This role is crucial in ensuring the smooth and efficient functioning of our company, driving performance, and achieving operational excellence.

Essential Duties and Responsibilities:

- **Team Leadership & Management:**
 - Provide leadership, guidance, and mentorship to the Dispatch, Field Technician, Sales, and Support teams.
 - Foster a positive and collaborative work environment, encouraging teamwork and open communication.
 - Conduct regular team meetings to discuss progress, challenges, and opportunities.
 - Conduct performance evaluations, identify training needs, and support professional development of team members.
- **Operational Efficiency:**
 - Develop and implement operational strategies to optimize performance and efficiency across all teams.
 - Streamline processes, identify areas for improvement, and implement solutions to enhance productivity.
 - Ensure that all teams are adequately resourced and equipped to perform their duties effectively.
 - Monitor performance metrics, analyze data, and generate reports to track progress and identify areas for improvement.
- **Customer Service Excellence:**
 - Ensure all teams prioritize customer satisfaction and deliver exceptional service.
 - Develop and implement strategies to enhance customer experience, address customer concerns, and resolve issues effectively.
 - Monitor customer feedback, analyze trends, and implement corrective actions to improve service levels.

- **Collaboration and Communication:**
 - Collaborate effectively with other departments within the company to ensure alignment and coordination of activities.
 - Communicate effectively with stakeholders, providing regular updates on operational performance and key initiatives.
 - Facilitate open communication and information sharing across all teams.
- **Budget Management:**
 - Assist in developing and managing the operational budget for the department.
 - Monitor expenses, identify cost-saving opportunities, and ensure adherence to budget guidelines.

Other Duties and Responsibilities:

- Develop and implement standard operating procedures (SOPs) for all teams.
- Stay informed about industry best practices and implement relevant changes to improve operations.
- Perform other duties as assigned.

Knowledge, Skills and Abilities:

- Proven experience in managing multiple teams, preferably within a service-oriented industry.
- Strong leadership skills with the ability to motivate, inspire, and guide team members.
- Excellent organizational and time-management skills with a demonstrated ability to prioritize and manage multiple tasks simultaneously.
- Excellent communication and interpersonal skills, both written and verbal.
- Strong problem-solving and analytical skills with a data-driven approach to decision-making.
- Proficient in using relevant software and technology for reporting and data analysis.
- Ability to work effectively under pressure and in a fast-paced environment.
- Ability to build strong relationships with team members, colleagues, and stakeholders.
- A passion for delivering exceptional customer service and driving operational excellence.

Education, Experience, and Certifications:

- We are seeking a candidate with a strong understanding of operations and management, which could be gained through formal education (such as a Bachelor's Degree in Business Administration, Operations Management, or a related field) or through relevant work experience.
- Strong preference for candidates with 3+ years of proven experience in an Operations Manager role, especially within a telecommunications or technology company.

- Experience managing teams in Dispatch, Field Services, Sales, and Customer Support is highly desirable.

Requirements:

- Must be able to work in a fast-paced and demanding environment.
- Strong attention to detail and accuracy is essential.
- Ability to maintain confidentiality and handle sensitive information with discretion.
- Flexibility to work occasional evenings and weekends as required.

Key Work Relationships:

- Report directly to the CEO/COO.
- Works closely with all department heads to ensure smooth operational coordination.
- Interacts regularly with team members, customers, and vendors.

Physical Demands:

- Regularly talk and hear
- Frequently sit.
- Frequently use their hands to operate a computer and other office equipment.

Supervisory Functions:

Directly supervises and manages the Dispatch, Field Technician, Sales, and Support teams.

Job Type: Full-time

Schedule: This is a salaried position requiring a commitment to ensuring smooth operations 7 days a week, flexibility is essential due to the need to oversee personnel working evenings and weekends.

Work Location: Soldotna, Alaska