

MANAGER OPERATIONS

SUMMARY

Reporting to the Vice President of Operations, the Manager of Operations leads Operations Team Leads in the successful & consistent execution of Facility Condition Assessments and the delivery of all Asset Management Consulting Services. As part of the Operations Leadership Team, the Operations Manager oversees adherence to operational policies, procedures and activities and supports the VP of Operations in the development of Roth IAMS strategic priorities and objectives leading to overall company growth and financial success.

DUTIES & RESPONSIBILITIES

People Management

- Provide effective leadership to direct reports by clearly communicating expectations, monitoring and timely follow up on employee performance.
- Ensure alignment and consistent compliance of operational short-term and long-term goals as directed by the VP Operations.
- Lead by example by demonstrating and maintaining a vision that aligns with the company's mission, and core values.
- Oversees compliance with Roth IAMS' employee policies and procedures.
- Work with the VP Operations recommendations, additions to, and/or modification of, and other operating guidance of Roth IAMS
- Follow up with appropriate parties to ensure that employee issues are addressed promptly.
- Support the development of the Team Leads and assist in motivating all employees to do the best possible job. Provide advice, guidance, and coaching to supervisors toward their professional development.
- Assist VP Operations in evaluating potential new hires through participation in the hiring process for new Operations staff.

Scheduling

- Consistently and effectively provide qualified resources for project managers to meet current and future project needs.
- Provide forward looking, effective planning for consistent utilization. Planning 3 to 6 months out.
- Manage team to meet or exceed utilization and budget targets.
- Assist the VP of Operations to identify and analyze operations activities to give early warnings of potential problems and recommend corrective action.

Matrix Management

- Within the matrix structure of the organization, ensure all operations staff receive clear project expectations and guidelines from the PMO and appropriate tools and technical training/feedback from service excellence.
- Ongoing collaboration within the PMO, SE and other members of Operations to ensure continuous development of staff and successful completion of operations work within budget
- Perform additional assignments as required or as directed by the Vice President, Operations.
- Encourages regular positive and constructive feedback by staff
- Collaborates and negotiates with other supervisors across functions

Business Development Support

- Participate in outreach to sector and regional entities and persons to help with business development as needed.
- Participate as company spokesperson, explaining and promoting company services including FCA, Specialty Services, SLAM, and Partnerships to prospective and active clients in support of business development activities.
- Participate in the development and effective review of proposals.

Project Support

- Provide support on the execution of projects, as needed, in order to successfully deliver projects. This may include participating in on-site assessments, analysis, report writing, peer reviewing and assisting the PMO as required.
- Successfully meet all KPI's including Utilization targets and completion of project related work on time and on budget.

REQUIREMENTS

- Relevant College diploma or University degree including Mechanical, Electrical, Civil/Structural Engineering, Architectural and/or Building Science related Program(s) (advanced degree preferred);
- Experience in the management of facilities, engineering, business, and/or consulting;
- Advanced knowledge of the built environment and company operations required;
- 5-10 years progressively responsible experience;
- Excellent leadership, negotiating and organizational skills;
- Demonstrated ability to lead teams varying in size from small to large groups while achieving results;
- Able to provide mentoring to staff on multiple levels related to client sensitivity, technical competency, and team / personal creativity;
- Demonstrated experience setting, monitoring and meeting quarterly and annual goals.

- Proven experience in supervision and operations;
- Proficient in effective verbal and written communication including strong public speaking;
- Strong interpersonal skills with ability to build effective working relationships, solicit co-operation, and resolve conflicts;
- Proficient with MS Office including word, excel and PowerPoint;
- Demonstrated ability to read and interpret financial documents and spreadsheets
- Works well under pressure and meets deadlines;
- Works effectively in an entrepreneurial, collaborative team environment, and is able to direct and work in harmony with a diverse group of highly motivated and capable individuals;
- Solid judgment;
- Must be comfortable and competent in a range of venues when there is need to represent the organization;
- Must have a commitment to the vision and mission of Roth IAMS.

COMPETENCIES

Leadership/Team Building

Inspires passion and motivation and provides their team support and tools to achieve their goals.

Customer Focus

Approaches everything with drive and energy and with a focus on customer needs.

Organized

Is well organized, resourceful, and planful; effective and efficient at marshalling multiple resources to get things done; lays out tasks in sufficient detail to mark the trail; is able to get things done with less and in less time; can work on multiple tasks at once without losing track; foresees and plans around obstacles.

Makes Complex Decisions

Can solve even the toughest and most complex of problems; great at gleaning meaning from whatever data is available; is a quick study of the new and different; adds personal wisdom and experience to come to the best conclusion and solution, given the situation; uses multiple problem-solving tools and techniques.

Managing Work Processes

Is an effective process, workflow, and systems designer; is good at figuring out what to measure to track progress; sets up systems that can almost manage themselves; is a master at the effectiveness and efficiency of work systems; can quickly diagnose and fix a workflow problem; always looking for incremental process improvement.

Managing Diverse Relationships

Relates well to a wide variety of diverse styles, types, and classes; open to differences; effective up, down, sideways, inside, and outside; builds diverse networks; quick to find common ground; treats differences fairly and equitably; treats everyone as a preferred customer.

Development and Continual Learning

Proactively investigates new perspectives, approaches, and behaviors, and takes steps to evaluate and improve performance. Displays an open, curious, non-judgmental approach regarding differences of opinion

Understanding the Business

Knows the business and the mission-critical technical and functional skills needed to do the job; understands various types of business propositions and understands how businesses operate in general; learns new methods and technologies easily.

Development and Continual Learning

Proactively investigates new perspectives, approaches, and behaviors, and takes steps to evaluate and improve performance. Displays an open, curious, non-judgmental approach regarding differences of opinion

WORK ENVIRONMENT

- Hybrid work environment (in office 2-3 days a week)
- General office environment
- Occasional travel required.