



JOB OPENING

Operations Manager

Brief Summary: Responsible for the overall direction and guidance of Operations to increase the effectiveness and efficiency to maximize profits while building a high-performance technical service team. Participates in the development of strategic planning with the executive management team.

Duties include but are not limited to:

Operations:

- Manages, develops and improves operational efficiencies either directly or indirectly through subordinates including: Dispatch & Field Service, Internal Processing Facilities, Vehicle & Facilities Maintenance, Materials & Inventory Management
- Reviews analyses of activities, costs, operations and forecast data to determine operational progress toward stated goals and objectives.
- Actively works to gain the respect of subordinates through daily interaction with subordinates; promoting team work, harmony and productivity.
- Leverages employee talents by increasing strengths to promote optimal operational efficiencies.
- Plans, directs and manages customer and technical service ensuring that service is provided accurately and on a timely and cost effective basis.
- Develops and maintains a manpower staffing plan and budget including planning for turnover, succession planning and increasing operational efficiencies through the development of technical skills and abilities of all employees.
- Develop and maintain training programs to ensure cross training and increased skill levels of service technicians.
- Ensures a safe and healthy work environment is maintained at all times and all personnel are trained in operational safety policies, procedures and requirements. Enforces company safety policies and ensures safety equipment is provided as needed to employees so they may safely perform the duties of their jobs without injury to themselves or others.
- Conducts performance appraisals, counsels, and disciplines as needed to ensure optimum performance of each employee.
- Stays abreast of industry specific technological advances and ensures Kline's Services remains on the cutting edge of product offerings and customer service, thereby maintaining our position as the leading wastewater management company in our area.

Financial:

- Works closely with the Corporate Controller and President of the organization to ensure maximum profitability and progress towards strategic plan.
- Prepares and manages annual operational plans and budgets that support organizational goals.
- Monitors hours worked and expenditures to ensure profitability of work performed and budget goals are met on a timely basis.
- Oversees and approves capital expenditures for equipment, supplies and facilities to ensure best price and adherence to budgets
- Identifies, communicates and drives implementation of capital investments and improvement projects.

Sales & Marketing:

- Works closely with the Sales Manager and sales staff in performance of service offerings to meet customer service demands and new service offerings.
- Reviews and supports Sales with fundamental or new technology for new or existing service offerings or improvement to current service to provide cost reduction, improved safety, meeting customer requirements or outsourcing needs in order to meet and exceed our customer expectations and/or development of new markets.
- Analyzes, reviews and resolves operational and facility problems to ensure minimum costs and prevent operational delays and to meet future growth.
- Confers with sales manager to review achievements and discuss required changes in goals or objectives resulting from current status and/or anticipated business.
- Assists sales manager in reviewing current and future pricing in order to remain competitive in our industry.

Education and Experience: This position requires a Bachelors degree preferably with a concentration in business. Minimum of 5-7 years of management experience and proven ability to drive profit.