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The Ultimate **ROCKSTAR** Employee Toolkit

OPERATIONS MANAGER JOB DESCRIPTION

By Brian Hegarty





JOB DESCRIPTION: OPERATIONS MANAGER

Job Purpose

Oversee the day to day operations of A+ Power Washing and Roof Cleaning.

To promote a safe client and employee friendly atmosphere that provides to our client's the **"best service anywhere"** and makes our employees take pride in their work and act as if they own the company.

Reports to – President and Vice President

Daily:

- Fostering an environment for growth and equality among our employees
- Daily review of previous day's work, and work sheets
- Scheduling/ Planning of incoming work and work orders
- Spot checking worksites and technicians for effectiveness and efficiency
- Reviewing worksheets and hazard assessments on work orders
- Maintain and govern safety standards at all job sites
- Review of Work orders and job requirements with staff prior to work commencement

(daily morning meetings)

- Overseeing and assisting with vehicle pre-trips and daily maintenance requirements
- Overseeing and regular monitoring of crew locations and progress
- Answering phones, directing calls, seeing to customers needs, estimating call jobs
- Overseeing the cleanliness and housekeeping of shop, offices and washrooms
- Stocking necessary equipment and supplies
- Managing staff attendance and performance
- Coaching, mentoring and motivating staff to provide the "best service anywhere"
- Ensuring staff appropriately trained to perform duties
- Assist in general maintenance of shop / offices (within your scope)
- Provide written estimates to clients, follow up on same
- Estimating job lengths and pricing
- Motivating team and employees to provide the "best service anywhere"
- Face to face meetings with customers to ensure their needs are being met and

exceeded

- Documentation and emailing
- Overseeing management of company's assets
- Ensure state and local regulations are being met in the work place
- Always be prepared to cover for technicians if required in field at any time

Weekly:

- Arrange shop, garage and offices
- Check supply levels in trucks and shop



- Random monitoring of vehicles for cleanliness and consistency
- Purchasing and managing of supplies within company budget
- Written weekly reporting to be emailed to Brian
- Truck/ Building maintenance – assisting and supervising contractors and staff
- Ensure that documenting and tracking of local vehicles repairs and records are up to date and correct

Monthly:

- tions
- Organize, clean and look for general improvements within the facility and its func-
 - Maintaining supplies and oil room
 - Conduct and manage monthly safety meeting
 - Document inspections of shop/ offices/ trailers/ trucks
 - Overseeing and directing biweekly preventative maintenances
 - View the monthly stats and use as tool for monitoring and motivating staff

As needed:

- Assist and involvement in hiring and performance reviews
- Attend paid classes and training
- Involvement in company planning and department meetings
- Regular informal meetings with supervisors to discuss anything requiring attention
- Coaching, mentoring, checking on staff at worksites to ensure quality

Experience required & proffered:

- A Minimum of two years of experience working in a transportation, operations and /or business management role.
- A minimum of two years experience working with customer service
- Demonstrated ability to lead and manage teams of individuals
- Minimum of five years driving exp, clear abstract,
- Experience with training and mentoring others
- Demonstrated ability to multitask in a quick paced environment
- Proficiency with office computer equipment and software
- Excellent, proven interpersonal, verbal and written communications skills
- Ability to work in an organized setting
- Proven ability to cope with conflict, stress and crisis situations



Credentials Required:

Fall Protection – certified (will train)

First Aid - current

Leadership in Hazard Assessment (will train)

Driver's license – current and clean

This job description expresses the current qualities and skills we as an organization are searching for in a **Operations Manager**.



Brian Hegarty