

Title: Director of Operations
Reports to: President and Vice President
Class: Full-Time
Type: Salary
Revised: 01/26/12

Primary Role:

To implement and manage the Installation and Service Team goals and objectives. To fulfill the role of leader, mentor, for the AV systems technical staff. To develop and execute the implementation of the installation and service process. This process will include cross-functional integration and synergism of these departments; identification of products and services, internal and external communications, budgets, training programs and other critical success factors that are designed to support mission, objectives, guiding principles and the vision of the company.

Responsibilities:

- Plan, staff and manage all activities necessary to deliver excellent installation and service to church's, commercial and other public and private project sites and individuals. These activities are to be conducted in a manner that assures consistent high quality service results, client satisfaction and on-target financial performance.
- Plans shall include operating systems, schedules, and budgets.
- Staffing shall include recruiting, training, retaining and advancing adequate numbers of consultants, tutors, supervisors, library, database and related support staff. Determine the needs for self-directed development and training necessary for licensing
- Management shall include establishing and maintaining an operations vision, an exceptionally positive and productive working environment, and high standards of client service and individual performance.
- Assume full responsibility of field outcomes on project sites and assist with problem solving and customer satisfaction.
- Produce requested management reports on project/job profitability weekly and oversee the company update meetings-distribution of agendas and reports
- Assume full responsibility and management of warehouse and inventory activity; this includes field and warehouse safety, annual inspection and all manuals relating to job safety
- Assume full responsibility of company vehicles and their maintenance

- Support and coordinate efforts with other senior management including; budget planning, business planning, relations with government entities and labor organizations

Accountability:

The Director of Operations will be accountable to the President and Vice President. Secondary accountability will be to the employees and customers of the company.

Qualifications:

The Director of Operations shall be a business or industry expert and understand the critical issues of this business. Director of Operations shall possess a minimum of 4 year degree from an accredited college or university. A minimum of 10 years working experience in the electronics field is required. This person must be able to manage multiple tasks simultaneously and work well with other people. CTS, EAVA certifications are a plus.

Travel:

It is expected that this position will require a moderate amount of travel. It will also be required that the Operations Manager occasionally travel to customer and vendor sites. Travel to industry events such as INFOcom/NSCA is required.

Additional Skills and Abilities:

- Excellent written and verbal communication skills.
- Must be responsible, self-motivated, self-starter, personable and well-organized.
- Have the ability to lead by example, adhere to the highest ethical standards and create a positive work environment
- Superior customer service skills to deal with both internal and external customers.
- Self-directive with the ability to manage multiple tasks simultaneously.
- Strong interpersonal skills; ability to work with diverse groups.
- Proficiency in the use of personal computers including such programs as MS Word, Excel, Access, PowerPoint and Outlook.
- Ability to demonstrate planning, organizing and implementing skills which allow the successful completion of a project by a specific due date.
- Must be able to effectively handle stressful situations.
- Must be able to read and effectively interpret general business documentation.

- Actively participate in personal and professional development and maintain knowledge of current and new technologies that AVE offers.
- Valid and current driver's license.

Physical, Mental and Environmental Requirements:

- Employee is required to stand, walk, climb, sit and use hands and fingers.
- Some light lifting of objects is required.
- Reaching, grasping and carrying activities also required.
- The noise level in the work environment is usually moderate.
- Although most work is performed inside, occasional outside activities are subject to seasonal temperature fluctuations.

All requirements may be modified to reasonably accommodate individuals with disabilities.

This job description does not list all the duties of the job. You may be asked by supervisors or management to perform other instructions and duties. You will be evaluated in part based upon your performance of the tasks listed in this job description.

Management has the right to revise this description at any time. The job description is not a contract for employment, and either you or the employer may terminate employment at any time, for any reason as outlined in the employee manual or other written agreement.