

Floormasters, Inc. Job Description *Operations Manager*

General Description

Floormasters, is Northern California's leading flooring installation services company. Having been repeatedly judged as the best in our field by clients, we strive daily to earn our place in the flooring industry. Our goal is to build on our market position, both locally and regionally.

Core to Floormasters positioning in the market, is our commitment to "quality and service" in every aspect of our company's business and this belief will play an important role in the day-to-day work of all of our employees.

Floormasters is committed to recruiting the most qualified people, offering competitive compensation and a work experience second to none in the industry. The Operations Manager plays a vital role in our corporation by ensuring that our customers get the best workmanship possible provided by our installation crews.

The position will report to the Senior Operations Manager or the General Manager in satellite office locations.

Job responsibilities:

- **Installer Recruitment.** Work with Operations and Human Resources to meet resource needs.
- **Provide training programs for the installation crews.** Develop and implement effective, repeatable and transportable training modules for Installation teams.
- **Review Installer warranties for advanced training.** Identify additional training opportunities for Installation teams.
- **Job Inspections.** Visit properties to inspect the installation work as needed.
- **Job Walks.** Attend job walks as required by General Contractors.
- **Measuring.** Perform measures of floor plans as required.
- **Schedule Installation crews.** Schedule installers for the following day's jobs. Review work orders to ensure proper crews are scheduled for each job. Ensure that work is scheduled fairly and evenly for the crews.
- **Labor Needs.** Ensure that we are covered on all labor needs for jobs.
- **Emergencies.** Oversee the scheduling of all customer emergency requests to ensure all jobs are covered.
- **Customer Complaints.** Review customer complaints to identify the issue and find resolution.
- **Blueprint and Plan reading.** Perform material take offs.

- **Estimating.** Prepare quotes from floor plans.
- **Commercial Sales.** Perform all sales activities related to Common Area bids and installations.
- **Visiting and calling potential customers.** Perform Sales calls as needed.
- **Participate in Saturday manager rotation.** Fulfill department scheduling requirements.
- **Safety and Security.** Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Skills/Qualifications

- Previous experience as an Operations Manager or similar required.
- Previous experience with large, complex organizations is valued.
- Capable of multi tasking within ever changing environment.
- Previous experience related to Lean and Lean process development a plus.
- Self starter capable of functioning individually or within team environment.
- Exceptional interpersonal communication skills.
- Highly developed analytical skills.
- Must possess Leadership qualities.
- Time management training.
- Previous Flooring experience a plus
- Bi-lingual, Spanish as a second language a plus

Demonstrated Personal Characteristics

- Is action oriented
- Motivated by results
- Can be flexible and adaptable in a complex, changing environment
- Works collaboratively
- Works with integrity
- Detail oriented