

### **1.0 INTRODUCTION**

The purpose of this job description is to establish the authority, duties, reporting relationships, and responsibilities for the position of Director of Operations of Sygnetics, Inc.

### **2.0 FUNCTIONAL ROLE**

The basic function of the Director of Operations is to supervise administrative, support, and recruiting operations to meet performance requirements in a safe, efficient, and profitable manner. This is a management position with decision-making authority. The Director of Operations is expected to actively participate in Management Review Meetings and assist in making decisions of that group.

### **3.0 REQUIREMENTS**

Education:

- Required: High School diploma or equivalent
- Preferred: Two or Four-year degree in Business or related field of study, or equivalent work experience.

Experience:

- Three to five years' experience in temporary placement or similar industry.
- Experience setting performance targets, producing operating profits, and managing and motivating employees to exceed their limits is desirable.

Skills:

- Computer-literate and able to use company software to compile information and generate reports.
- Possess ability to work independently, to supervise and work well with others in a multi-functional fast paced environment.
- Ability to apply principles of logical thinking to a wide range of intellectual and practical problems.
- Ability to deal with a variety of abstract and concrete variables.
- Ability to manage a variety of activities simultaneously.

### **4.0 REPORTING RELATIONSHIP**

The Director of Operations reports to the CEO.

The following positions report to the Director of Operations:

- Recruiters
- Administrative Support direct reports

### **5.0 ESSENTIAL DUTIES/ RESPONSIBILITIES**

The Director of Operations plans, organizes, measures, and controls performance standards to maximize productivity and profits, while maintaining high levels of quality and safety. Major duties and responsibilities include, but are not limited to:

### Planning

- In consultation with the CEO and other senior management, develop staffing and equipment needs, and costs for each service. Based on actual and achievable performance, assist in setting pricing structures for each agent/broker.
- Ensure sufficient numbers of trained employees are available to meet performance requirements without undue reliance on overtime.
- Remain alert to opportunities to change equipment, methods, processes and procedures to benefit the company, research and develop these ideas.
- Review staffing requirements quarterly, and take corrective action needed to minimize labor cost and retain good employees.

### Organizing

- Set priorities for reporting employees and provide oversight, guidance, and supervision to keep them on track to meet company goals.
- Review work schedules to maximize productivity and to meet deadlines. This will require making sure material, personnel, and equipment is available when and where it is needed.
- Delegate responsibilities to key employees in a manner that ensures understanding of their tasks and roles and set levels of accountability to maintain control.

### Measuring and Controlling

- Ensure duties are performed right the first time -- while maintaining safety, quality, and cost control.
- Identify work that is not within specification and make changes as needed to correct deficiencies.

### Follow-up

- Review performance results to ensure cost effectiveness.
- Develop and maintain good relationships with major customers.
- Create a pro-active Customer Service atmosphere.
- Identify problems and develop and implement solutions to prevent reoccurrence. Participate in the investigation and solution of customer complaints as necessary.

### Training and Employee Development

- Ensure all employees are properly trained and have the skills and information needed to do their job.
- Remain aware of general employee morale and initiate procedures necessary to improve and maintain an acceptable level, to include interviewing random employees on a routine basis to ensure positive employee relations.

### Documentation

- Maintain complete Candidate files verifying each ones compliance documentation for their current or prospective assignments, additional qualifications they possess above the needs of their current assignments, critique on current or previous performance, and any corrective action undertaken.
- Keep the CEO informed on all problems, potential and actual, that can affect sales goals, quality levels, and delivery times.

Other responsibilities, tasks, and special projects as assigned by the CEO.