



DIRECTOR OF OPERATIONS OF SOUTH RIVER RESTORATION

Overall Summary:

The Director of Operations is responsible for managing the company's day-to-day operations and reporting them directly to the President. The primary role is operations management; responsible for the development, design, operation and improvement of the systems that create and deliver the best service to our clients. He or she is responsible for ensuring that business operations are efficient and effective and that the proper management of resources, distribution of services to customers, and analysis of systems is conducted.

He or she is to provide day-to-day leadership and management to SRR that mirrors the adopted mission and core values of the company. The Director of Operations will collaborate with the management team to develop and implement plans for the operational infrastructure of systems, processes and personnel designed to accommodate the objectives of our organization. He or she should routinely communicate and stress SRR's safety initiatives and culture through all operations and systems so that it infiltrates employee's actions. The Director of Operations is responsible for driving the company to achieve and surpass sales, profitability, cash flow, business goals and objectives.

Specific areas of responsibility include (but are not limited to):

Human Resources/Teamwork: Motivate and lead a high performance management team. Attract, recruit and retain required members of the executive team. Provide coaching and mentoring to the management team to benefit their career development. The Director of Operations will plan and monitor staff progress as well as conduct performance evaluations for The Director of Mitigation, Director of Reconstruction and Senior Project Coordinator. The Director of Operations shall comply with all of SRR's employment practices and procedures, and ensure employees are in compliance. He or she should also work closely with Human Resources to ensure training needs are met for the company and project specific requirements. The Director of Operations will be kept apprised of accidents, injuries, illnesses and incidents to ensure proper procedures are put in place to correct any unsafe behavior or actions.

Policies & Procedures: Responsible for the development, measurement and effectiveness of all operational processes internal and external. He or she is to provide timely, accurate and complete reports on the operating condition of the company. Spearhead the development, communication and implementation of effective growth strategies and processes.

Accountability: Foster a success-oriented, accountable environment within the company. Coach the management team on how to drive accountability. If tasks are not completed and functions of the job are not performed consistently and properly, then the Director of Operations will be responsible for dealing with the repercussions for those employees.

Communication and the Customer Experience: Act as lead "client-care officer" through direct contact with clients and partners. Ensure that all departments communicate effectively and timely. Work with the Directors to solve any customer/client issues.



Operations: The Director of Operations will work directly with and provide support to the Director of Mitigation, Director of Reconstruction and Senior Project Coordinator. He or she will regularly meet with division managers to determine, set and review goals and ensure the teams have what's needed to meet those goals. The Director of Operations will serve as the liaison between Mitigation, Reconstruction and Customer Care and company President and keep the President apprised to ensure he is kept up-to-date on activities including processes, issues, financials and human capital. He or she will also monitor our TIPS and POM's ratings to ensure they meet/exceed SRR's requirements, and that projects are completed on time and within budget.

Industry and Company Standards: The Director of Operations is responsible for the supervision of the company's operations and to make sure that there are enough resources available to achieve SRR's goals. Working with production, the Director of Operations will maintain and monitor company standards to ensure customers receive the best quality of work. Additionally, the Director of Operations will make sure that division managers are educated and aware of the company's policies and state and industry regulations and that the division managers communicate that information to their teams on a continual basis.

Pending Sales & Production: The Director of Operations is responsible for overall management of all SRR jobs. This includes working with the Reconstruction and Mitigation Directors to make sure all production jobs are on time and within budget. Additionally, the Director of Operations will continually review pending sales with the Directors to ensure that closing ratios are high and margins are met, and if not, work with the team to figure out where the deficiency lies and to develop solutions to increase productivity and the gross profit margin.

Financial: Working with the CFO, the Director of Operations is responsible for sound financial management of SRR, identifying ways to increase revenues and decrease costs, analyzing financial reports and working with staff and division managers to prepare operating budgets. The Director of Operations' performance is tied to data driven benchmarking and industry best practices. He or she will be responsible for ensuring that all divisional/company procedures are followed (e.g., PSA, Xactimate) and that projects are completed in a timely manner within established budgetary guidelines. The Director of Operations has P&L responsibilities for all activities associated with SRR and must make sure that the employees are managed to meet the demands for new work that is brought into the company. Specifically, working with the Reconstruction and Mitigation managers, the Director of Operations will:

- Focus on the Gross Profit Margin (30% or higher) for Reconstruction;
- Focus on the Gross Profit Margin (55-65%) for Emergency Service/Mitigation;
- Focus on the net profit margins for SRR (10% or higher);
- Ensure that smart purchasing decisions are made;
- Ensure that staff's time is utilized efficiently and that people are routed effectively to maximize their productivity and minimize wasted time and effort; and
- Ensure that deductibles, deposits and timely progress billings are performed and collected to maximize cash flow during the in the "Work in Progress" phase.

Industry Expertise and Personal Development: The Director of Operations is expected to have the knowledge regarding the developments and current trends in the industry. This includes attending professional workshops, reviewing industry publications, establishing personal networks, benchmarking state-of-the art practices and participating in professional societies. The Director of Operations will generate opportunities to share this expertise with employees on a consistent basis.

Miscellaneous: Performs all other duties as may be assigned.

24-Hour Emergency Service



Skills Needed:

- Ten years plus of previous experience as a project manager, construction manager or other related field; bachelor's degree preferred.
- Prior people management experience, including strong competencies in talent identification and development, coaching, mentoring and strong self-awareness.
- High level negotiation and communication skills, both written and verbal.
- Ability to effectively interact and communicate with all levels within the company as well as with customers.
- Must possess leadership, organizational, supervisory skills, as well as the ability to work with and through others to ensure that the desired results are received.
- Analytical skills and knowledge necessary to identify opportunities and make recommendations for improvements based on a solid understanding of the business and competitive landscape and market trends.
- Strong understanding of the company's financial and project reporting systems.
- Ability to translate policies into daily routine operations.

Acknowledgement:

I have **reviewed** and **understand** the above Job Description; believe it to be **accurate** and **complete**; and I can **successfully fulfill** each duty or task. I also agree that management retains the right to change this job description at any time.

Director of Operations

Date

Human Resources

Date

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This job description in no way states or implies that the tasks and responsibilities identified herein are the only tasks and responsibilities that the employee occupying this position may be required to perform. Requirements stated herein are minimum levels of skill and or abilities to qualify for the position. This document does not in any way create an express or implied contract of employment, or change the nature of the chosen employee's at-will employment. Nothing in this job description restricts the company's right to assign or reassign duties and responsibilities to this job at any time. The company is an equal opportunity employer and does not discriminate against employees or job applicants on the basis of race, color, religion, sex, national origin, age, ancestry, disability, pregnancy, marital status, sexual orientation, genetic information, or any other characteristic protected by federal, state or local law. All employees and job applicants will be treated in all respects on the basis of their merit and qualifications.