

Position Description

Title: Operations Manager – Professional Services

Location: San Diego

Status: Full-Time Exempt

Hours: 40 per week

Summary: Our growing company is seeking to hire an Operations Manager to join our Operations Team. This position will be work under the supervision of the Operations Director to manage all aspects of the day-to-day operations of the company and multiple corporate entities.

Essential Duties and Responsibilities

1. Corporate Governance
 - Develop, implement, and review operational policies and procedures
 - Maintain a safe and healthy work environment by establishing, following, and enforcing standards and procedures
 - Ensure all legal and regulatory documents are filed and monitor compliance with laws and regulations
2. Financial Management and Reporting
 - Oversee accounting and manage day-to-day financial matters
 - Ensure that financial records are properly maintained and readily available for audits
 - Manage monthly, quarterly, and annual closing processes, document procedures, and help implement controls and streamline financial systems
 - Produce monthly management reports for the CEO and each team lead
 - Develop business metrics and dashboards to support decision making
 - Support and coordinate the budget and forecast process, bi-weekly revenue review meetings with each team leads
 - Ensure accurate monthly revenue recognitions and cost allocations of each team
 - Identify and implement automated solutions that enhance the efficiency and accuracy of reporting and other business processes
 - Support the management and improvement of time keeping systems, client billings, and collection cycle
 - Lead on financial reporting for other companies under management
 - Provide ad-hoc analysis and other duties as assigned
3. Human Resources Administration
 - Help promote a company culture that encourages top performance and high morale

- Manage all processes of new hires, promotions, and separations with support from the HR services company
 - Oversee/Manage semi-monthly payroll; compute bonuses and additional wages as needed
 - Manage employee benefits programs including healthcare enrollment, 401(k) retirement plans, and flexible spending account
 - Maintain personnel records including job descriptions, paid time off, etc.
 - Maintain employee policies and procedures handbooks
 - Maintain organizational charts and staff directory
4. Facilities Management
- Liaise with building management on all maintenance, janitorial and facilities issues
 - Monitor offices to determine the need for internal repairs or replacements
 - Plan and coordinate all repairs and replacements
 - Manage calendar system for conference room bookings and meeting space requests; coordinate with building security to ensure it is on their calendar
 - Manage relationships with landlords and vendors, renewing leases and vendor contracts as needed
5. Contract Management
- Manage insurance policies, certificates, and business licenses
 - Prepare and review contracts; ensure contract compliance
 - Coordinate contract renewals; maintain contract records
6. Vendor Management
- Manage relationships with key operations vendors
 - Track vendor pricing, rebates and service levels
 - Review all operational invoices and ensure they are submitted for payment
7. IT Management
- Manage all IT systems, VoIP, software licenses with support from the IT management company
 - Order, replace and maintain all company IT equipment
 - Implement IT strategies and new initiatives
8. Business Development Assistance
- Support business development efforts as needed
 - Complete required forms for proposals
 - Maintain S/W/DBE certifications

Required Qualifications

1. Competency in business functions including accounting, finance, human resources administration, contract management administration

2. Competency in data analysis and performance metrics
3. Knowledge of business infrastructure and general technology
4. Proficiency in Microsoft Outlook, Word, Excel, and PowerPoint
5. Outstanding organizational and leadership abilities
6. Excellent interpersonal and communication skills
7. Self-motivated, hardworking and detail oriented
8. Efficient communication skills and able to collaborate with other teams in the organization
9. Desire to take initiative and motivation to grow into new tasks and responsibilities
10. Must have a strong work ethic, and the ability/willingness to meet important deadlines
11. Ability to:
 - Organize work, establish priorities and meet multiple deadlines
 - Make decisions, solve problems and exercise sound judgment
 - Remain calm, effective and detail-oriented while working under pressure
 - Handle sensitive information in a professional and confidential manner
 - Communicate clearly and effectively orally and in writing
 - Maintain an appearance akin to a professional services firm

Education/Experience

1. BA/BS in business administration, finance, accounting (or a related discipline) is required, Master's Degree preferred.
2. 4 to 5 years of experience in of related experience in business operations required

Compensation and Benefits

1. Salary DOQ ranging from \$65,000-\$85,000 annually
2. Participation in firm's medical, dental, vision, long-term disability, and life insurance plans with firm contributions of up to \$500 per month
3. Participation in the firm's 401(k) plan, with firm contributions of 3% of your compensation per plan year (subject to vesting requirements)
4. Reimbursement of up to \$40 per month for cell phone costs and up to \$72 per month for commuting to work via public transit
5. 10 paid holidays per year
6. Paid time off equivalent to 15 days per year

Application Process

1. Submit your resume to careers@lesardevelopment.com and indicate the position you would like to apply for in the subject line.

2. No phone call, please. We will get back to you via email as soon as we can.

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