



Director of Operations

Strategic Planning, Development & Implementation Bilingual – English/Spanish

- Development and manage strategic initiatives to foster growth
- Develop systems and procedures in support of development of strategic initiatives
- Develop and manage reporting and financial tracking of initiatives
- Develop and manage key personnel
- Represent the company with clients, conferences and such

Financial Performance Analysis/Management

- Analyzing current and past financial data and performance
- Preparing reports and projections based on this analysis
- Identifying trends in financial performance and providing recommendations for improvement
- Examine financial data/statements and utilize them to improve profitability

Infrastructure Analyst/Management

- Research, analyze, develop, and document new processes and procedures to implement new solutions for use by staff.
- Develop guidelines and upgrade techniques for new operational procedures for the support of databases, software, and applications
- Administer, implement, and provide technical support of system applications
- Develop structured specifications to detail what new systems or enhancements to existing systems or new system applications
- Serve as a liaison between other technical staff, management, users, and vendors regarding service requests, usage, standards, security, and other technical matters.
- Tests programs and systems that integrate with the various system modules.
- Analyze the need for, and develop, document, implement, and monitor, information technology quality assurance standards and practices

Staff Management and Leadership

- Leadership and mentoring of new and existing internal staff
- Supervise the work of employees and provide feedback and counsel to improve efficiency and effectiveness
- Organize and coordinate operations in ways that ensure maximum productivity
- Monitor productivity and seek process improvements - improve operational systems, processes and develop best practices
- Discover ways to enhance efficiency and productivity of processes and people
- Conflict/problem resolution
- Interview, train, and supervise

Quality Control & Compliance

- Client Relations and systems
- Establish and monitor Customer Service protocols
- Monitor client KPI's & provide reporting
- Cater to clients' or personnel's concerns
- Keep management informed with detailed and accurate reports

Project Management

- Coordinate internal resources and third parties/vendors for the execution of projects
- Assist in the definition of project scope and objectives, involving all relevant team members and ensure technical feasibility
- Develop a detailed project plan to monitor and track progress
- Successfully manage the relationship with the client and internal management
- Establish and maintain relationships with third parties/vendors

Requirements:

- Bachelor's degree or greater in Business Management or relevant field
- At least 10 years or more, of experience in development strategic initiatives and business development; Implementing and executing
- Self-driven, independent thinker that is able to take initiative and devise creative solutions
- Experience of working as part of a senior management team and leading organizational strategy
- Strong relationship building skills and an entrepreneurial approach that leverages further opportunities and growth
- Proven working experience as supervising manager responsible for staff
- Solid organizational skills including attention to detail and multi-tasking skills
- Strong Leadership skills and problem-solving capabilities
- Excellent written and verbal communication skills

- Excellent relationship building skills
- Experience with client-facing skills
- Ability to provide guidance and solutions to the company's programs' in ways that promote the company's culture, while overseeing the progress of operations.
- Proven ability to find and establish strategic initiatives that have led to increased revenue and growth
- Strong analytical mindset (financial, planning, operational) with great problem-solving skills
- Demonstrated drive to solve problems in a team environment and leading with high energy and a positive attitude
- Strong computer skills and expert experience with Microsoft products/applications, databases and information systems
- Adequate knowledge of organizational effectiveness and operations management
- Working knowledge of budgets, forecasting and metrics.
- Understanding of Financial principles and best practices

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