Operations Manager

Job Description

We are seeking an Operations Manager [Enter the number of years of experience] that will be able to define, implement and lead business process improvement and optimization for our fast-growing, innovative digital development agency. The Operations Manager will be the primary process steward for agency operational efficiency in delivering best in class, award-winning mobile applications and web digital products. This position will report to our Head of Engineering and will be the lead in managing the operational center of excellence in collaborative partnership with HR, Engineering, Product, Design, Sales and Executive Leadership.

The ideal candidates will have [Enter the number of years of experience] years of agency experience with strong project/production management, resource planning and support management experience. To be considered for this position you must have extensive software development program and project management experience, possess excellent client-facing interpersonal communication skills and have a full understanding of managing digital projects from initiation through implementation and ongoing maintenance and support.

Responsibilities

- Partnering with agency leadership including Sales, Product, Design, Development and Support to ensure that projects are carefully planned to deliver successfully against contractual requirements in a timely, efficient and profitable way.

- Estimating resource needs accurately quickly for all projects and highlighting potential resource gaps and opportunities when identified

- Build and maintain agency resource allocation and capacity reporting by leveraging jira time-tracking and be able to lead weekly project resource availability, capacity planning and resource booking meetings.

- Proactively identifying and developing solutions for overall agency process needs.

- Resolving, communicating and escalating agency needs and risks to leadership as appropriate

- Leading development of agency operational initiatives and project plans

- Oversight of support operations and client facing resolution communication in ensuring optimal client support and account management for post product delivery projects.

- Administration and oversight of agency tooling and processes for Slack, Atlassian Jira/Confluence, Basecamp and other tools as needed.

- Defining and documenting best practices and contribute to agency knowledge sharing effort to improve the way we work and collaborate

- Supervise administrative and support engineering staff as needed

- Partner with HR to maintain office policies as necessary

- Manage relationships with technical partners, vendors and service providers ensuring that all contractual items are delivered, invoiced and/or billed or paid on time

- Review and approve office software acquisitions

- Monitoring the administrative office budget

- Participate actively in the planning and execution of company events

- Maintain a safe and secure working environment

- Responsible for developing standards, service levels and promoting activities that enhance operational and support procedures

- Recommend new approaches, policies and procedures such as post-mortem reviews to continuously improve the efficiency of the agency

- Flexibility to work [Enter the number of hours] hours daily in US/PST time zones.

Skills

- [Enter the number of years of experience] years in program management or project management experience in a fast-paced technology environment.

- Prior experience in an operations supervisory role for a technology company.

- Administrative expertise of business and software development planning tools: Jira Administration, Project Management and Workflow Tools (MS Project, Smartsheet, Mondays etc.)

- Knowledge of accounting, data and administrative management best practices and procedures

- Knowledge of human resources management practices and procedures

- Knowledge of business and management principles

- Outstanding communication and interpersonal abilities

- Excellent organizational and leadership skills

- Attention to detail and problem solving skills

**Location**: [Enter location]

Company Introduction:

[Enter company details]