Operations Manager

**POSITION OVERVIEW**

This position provides day-to-day management, operations coordination, and team leadership of employees in a manner that aligns with the values, culture, and vision of the company.

The Operations Manager is a high-level position which requires demonstrated competence in the areas of operations and client service within the Financial Services Field. This position is responsible for managing all hands-on operational aspects of the Company. Provides leadership, management, and vision necessary to ensure that the Company has the proper operational controls, administrative procedures, people, and the systems in place to effectively grow the organization and to ensure operating efficiency.

This position will consistently follow high standards of business and professional ethics and legal and regulatory requirements when dealing with others and/or performing work activities.

**POSITION DESCRIPTION**

## **Fully coordinate all aspects of the BUSINESS OPERATIONS to ensure processes, systems, and people are achieving efficiency, consistency, and professionalism in all aspects of core business activities.**

* Responsible for the measurement and effectiveness of all internal and external processes
* Oversees/improves/develops tools, systems, and processes to provide efficient, consistent, and professional business operations across all roles and responsibilities
* Analyzes and organizes operations and procedures, including bookkeeping, preparation, and submission of payroll information, personnel, information management, filing systems, requisition of supplies, and other clerical services
* Responsible for the day-to-day management of office tasks, equipment, and facility
* Researches and develops resources that create timely and efficient workflow
* Coordinates, customizes, and promotes full integration of the CRM including user set-up, initial and ongoing training, customization and workflow development, and trouble shooting
* Identifies opportunities for team operations enhancement through training, technology, and/or other resources
* Leads and supports the team with technology updates and new technology adoption
* Maximizes office productivity through proficient use of appropriate software applications
* Support ongoing change initiatives and new business practices in the business

1. **Oversees all aspects of HUMAN RESOURCES functions for the team.**

* Promotes and engages in a culture that reflects the organization’s values, encourages high performance and continuous improvement, and values learning, commitment to quality, and accountability
* Oversees, directs, and organizes the work of all employees.
* Assigns and delegates work, provides support and feedback to team members, and executes client-related projects
* Directs and manages all client contact to ensure client satisfaction
* Provides support to Advisor(s) through innovative and successful resolution of client service issues and process implementations
* Establishes performance indicators and monitors employee performance, along with developing goals, assigning accountability, setting objectives, and establishing priorities, etc.
* Sets and adjusts rates of pay, hours worked for employees, and compensation tracking. Recommends salary adjustments, transfers, promotions, and dismissals
* Completes and provides employees with Annual Reviews and coaching sessions
* Looks for opportunities to mentor, train, and support team to be successful in their role
* Responsible for motivating and retaining employees to create a high-performance team
* Develops and coordinates delivery of all general training for employees—personal, professional, and team development
* Responsible for attracting, screening, interviewing, and assessing potential new employees.
* Plans and conducts all new employee set up (HR & Office Space), training and orientation in alignment with values, culture, and vision
* Spearheads the development, communication, and implementation of effective growth strategies and processes
* Review clerical and personnel records to ensure completeness, accuracy, and timeliness
* Maintains a favorable working relationship with all other company employees to foster and promote a cooperative and harmonious working climate, which will be conducive to maximum employee morale, productivity, and efficiency/effectiveness
* Provides back-up assistance for team members as needed
* Accepts and performs other duties as assigned
* Regular and predictable attendance, punctuality, and strict adherence to the company’s attendance policy are essential functions of this position

## 3 **Coordinates and oversees all aspects of INTERNAL TEAM COMMUNICATION**

* Schedules, coordinates, and facilitates Weekly Team Meetings
* Schedules, coordinates, and facilitates Quarterly Strategic Team Meetings along with appropriate follow up activities for individual team members
* Schedules, coordinates, and facilitates Monthly Partner/Advisor Meetings along with preparation of all key business metrics for review and assessment
* Schedules, coordinates, and facilitates Operations Meetings as and when required
* Schedules, coordinates, and facilitates the Annual Business Planning Session
* Provides team with a copy of the Annual Goals & Objectives to ensure they continue to be aligned with the vision and understand their role in supporting it
* Collaborates with other members of the management team to develop and implement plans for the operational infrastructure of systems, processes, and personnel designed to accommodate the rapid growth objectives of the company
* Participates in compliance meetings and provides compliance direction to staff and Advisor(s). Acts as compliance liaison by monitoring and handling legal compliance for company i.e., CE credits and tracking, business/transaction paperwork
* Keeps the owner(s) of the company promptly and fully informed of all problems or unusual matters of significance and takes prompt corrective action where necessary or suggests alternative courses of action which may be taken

1. **Promotes and Manages Ongoing BUSINESS DEVELOPMENT**

* Ensures an exceptional client experience is delivered to maximize internal referrals, this includes a variety of client service activities and events
* Works collaboratively with Strategic Partners to maximize external referrals
* Oversees website to ensure it is professional and updated
* Directs social media marketing and communication
* Ensures all company branding and client-facing items look consistent and professional - follows all standards related to logos use, fonts style & size, colors, etc.
* Ensures all company branding and client-facing items are compliant
* Ensures all company messaging is aligned with the company vision
* Initiates ideas for innovative and high-quality business development

1. **Provides Meaningful and Accurate BUSINESS REPORTING**

* Develops tools, systems, and processes to provide critical operational information to leadership and makes actionable recommendations based on the information
* Provides timely, accurate, and complete reports on the operating condition of the Company
* Tracks and manages expenses, transfers, GDC reports, compensation statements, and retainer billing
* Supports all Compliance Reporting and oversight within the practice - develops an understanding and adheres to all compliance regulations
* Provides and summarizes all other reporting necessary for the continued success of the company

**POSITION REQUIREMENTS**

Specific Requirements:

* Appropriate licensing requirements
* x years of financial services experience
* Excellent computer skills with working knowledge of Microsoft Office
* Experience with or a working understanding of contact management software

General Requirements:

* Enthusiastic, motivated, committed, and a team player
* Reliable and professional
* Personable and able to form good rapport with others
* Excellent oral, written, and personal communication skills
* Organized with good project management skills
* Able to work well in a dynamic, fast-paced environment.
* Enjoys increased work responsibilities
* Interpersonal skills to develop and maintain good relationships with the Financial Advisor, Sales Assistant, clients, and colleagues
* Well-developed problem-solving skills sufficient to identify problems, generate solutions, and decide on a course of action at a basic administrative level