



Operations Manager Job Description

Role and Responsibilities

Purpose: The Operations Manager provides leadership support to the CEO in running the daily operations of the business; ensures the highest quality of customer service is provided in transportation; provides leadership in areas of contracts, compliance; management of staff, and policies and procedures.

Job Responsibilities:

- Works with the CEO to develop financial strategy for the business
- Assists in recruiting, developing, and managing the performance of the transportation staff
- Provides guidance to the development of a manufacturing process plan, including personnel requirements, material needs, subcontract requirements, facility needs, and tooling and equipment needs
- Partners with CEO in setting operational and sales goals
- Provides guidance, leadership and coaching to staff
- Communicates expectations and changes in policies and procedures
- Conducts meetings with the staff as required

Knowledge, Skills and Abilities:

- Knowledge of transportation operations
- Skilled in management of staff and leadership
- Excellent communication skills to effectively convey information and listen to passengers
- Ability to provide information to supervisors, coworkers, and others by phone, in writing, or email
- General knowledge of use of computers and other equipment
- Skilled in social insight including awareness of other's reactions and understanding reactions from others

Qualifications:

- Proven working experience as an Operations Manager
- BS degree in Business Administration or related field
- Experience in providing customer service support
- Excellent knowledge of management methods and techniques
- Working knowledge of customer service software, databases and tools
- Awareness of industry's latest technology trends and applications
- Ability to think strategically and to lead
- Strong client-facing and communication skills
- Advanced troubleshooting and multi-tasking skills
- Customer service orientation
- Proficiency in English

*ILF Transportation utilizes a driver screening program. ILF Transportation is an equal opportunity employer.
All positions will be cross-training in all areas of ILF Transportation.*