



## *Job Description*

*Position:* Director of Operations

*Department:* Business Operations

*Reports to:* President/CEO

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### *Summary*

This position directs companywide operations within SCM's small business environment to align with company structure, direction, and business strategy and to improve productivity and efficiency, as well as directly managing the Business Operations department.

### *Responsibilities and Duties*

Companywide responsibilities include the following:

- ◆ Works closely with the President/CEO, external advisors, and management team in setting companywide structure, direction and business strategy appropriate to SCM's corporate culture and small business environment
- ◆ Develops, implements, and manages strategic plans for efficient operations in various departments, with continuous quality improvement
- ◆ Facilitates coordination and communication among departments and support functions

Business Operations department responsibilities include the following, with the support of the department team:

- ◆ Manages company human resources and employee benefits
- ◆ Provides and maintains IT and office equipment, facilities, and support services
- ◆ Directly supervises Business Operations staff, including responsibility for hiring, training, performance management, counseling decisions, and termination

Other responsibilities:

- ◆ Consults with legal and other external advisors as needed
- ◆ Performs other related duties as assigned in accordance with the necessary job functions
- ◆ Ensures compliance with the policies and procedures of SCM and its Customers and with any and all laws, rules, and regulations of any federal, state or local authority applicable to the case manager's responsibilities

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## *Minimum Position Qualifications*

### Education and/or Experience:

- ♦ Master's degree (M. A.) or equivalent; or four years experience and/or training in organizational effectiveness and operations management and principles and practices of business management, human resources, project management, and information technology; or equivalent combination of education and experience.

### Computer Skills:

- ♦ Knowledge of common server-level, desktop, and mobile hardware and software; how they interact; and their application in support of business operations
- ♦ Basic knowledge of Microsoft or similar word processing, spreadsheet, and email/calendar/contacts software
- ♦ Basic knowledge of Microsoft Internet Explorer and other web browsers

### Certificates, Licenses, Registrations:

- ♦ Valid California driver's license and automobile liability insurance with current required limits
- ♦ Certifications in job-related areas preferred (LEAN, Six Sigma, PMP, etc.)

### Other Skills and Abilities:

- ♦ Analytical—Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures.
- ♦ Business acumen—Understands company culture and business implications of decisions; displays orientation to profitability; demonstrates knowledge of market and competition; aligns work with strategic goals.
- ♦ Change Management—Develops workable implementation plans; communicates changes effectively; builds commitment and overcomes resistance; prepares and supports those affected by change; monitors transition and evaluates results.
- ♦ Communications—Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.
- ♦ Ethics—Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values.
- ♦ Visionary leadership—Displays passion and optimism; inspires respect and trust; mobilizes others to fulfill the vision; provides vision and inspiration to peers and subordinates.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.