Maintenance Operations Manager Job Description

The Maintenance Director of Operations is responsible for managing operational processes and procedures to facilitate effective administrative and field services for Grounds Control, LLC – Phoenix customers, vendors and employees.

The Operations Manager reports to and serves at the satisfaction of the Owner/President (O/P).

Operational Management

I - General:

- Regularly meet with Owner/President and brief on operational health of the organization. Review procedures and processes on regular basis with O/P to ensure efficient and effective business practices.
- Make recommendations to the O/P regarding accounting and operational issues as necessary to improve operations and company performance.
- Regularly communicates with O/P regarding status of fleet vehicles and equipment. Coordinate fleet management requirements, including service and repair requirements, equipment repair/replacement, cost controls. Meet with senior mechanic to understand needs and challenges. Determine needs and acquire or dispose as appropriate to the Cap-Ex budget.
- Set the “Standard for Excellence” in the maintenance Division.

II - Financial management:

- Work with O/P, COO and Financial Controller to develop annual budgets for Arizona maintenance operations, provide monthly revenue projections and quarterly revenue forecasts in a timely manner.
- Monitor and review monthly financial performance reports with O/P, COO and Financial Controller. Identify variance to budget/forecast items and propose solutions to bring variance items in line with budget.
- Responsible for meeting weekly/monthly with O/P and COO to review projections, prior month financial performance, maintenance bid/sales and accounts receivables/aging reports.
- Monitor and review direct expense items on monthly basis with O/P. Manage business operations to satisfy both the budget and customer requirements.
- Monitor and report indirect expenses in line with actual revenue produced.
- Oversee and track receivables to insure that all accounts are invoiced correctly and timely. Monitor to insure that all A/R accounts are in current status. Advise O/P of problem collections and/or accounts that may require more aggressive collection efforts. Monitor all accounts to insure effective efforts are being accomplished.

III - Personnel related:

- Manage personnel issues, including monitoring of staffing levels, promotions/demotions, hiring, firing, wage rates, raises, discipline, vacations, etc.
- Interview employment candidates for all positions before final selection.
- Train, develop and assist managers and supervisors to be successful at their jobs.
- Monitor and oversee Customer Service Managers (CSM’s) to ensure that customers are completely satisfied. Monitor staff to insure that customer contact remains strong, positive and effective in reducing customer attrition.
• Review labor and material budgets with managers to insure compliance with established budgets.
• Ensures that maintenance crews are routed efficiently and no overlap occurs.
• Implement and monitor companywide safety awareness for field and office personnel. Insure compliance with OSHA related safety standards.
• Responsible for developing and maintaining company safety program. Ensures that the maintenance department maintains quality and safety standards.

IV – Sales related:
• Monitor Business Development sales team to ensure that they are meeting established goals as determined by annual budgets.
• Meet with clients, property managers, owners, etc. to help Business Development team as needed in helping build relationships and close/secure portfolio sales.
• Attend business events as scheduled.

V – Other responsibilities:
• Monitor and meet weekly with Quality Control Supervisor to ensure that the “Quality Counts” assessments are taking place.
• Ensure that enhancement/OTJ’s are tracked accurately. Ensure that Field CSM’s have all tools necessary to properly enable accurate pricing and delivery of proposal.
• Communicate a positive encouraging attitude to the crew ensuring an upbeat positive work environment.
• Conduct self with self-controlled professional presentation when interacting with fellow employees, clients and others in the course of the business environment.