

Basnett Plumbing and Heating Incorporated

Job Description—Operations Manager

Job Title: ***Operations Manager***

Pay Status: ***Exempt Position***

Work Hours: ***Not Applicable***

Job Category: ***Operations***

Primary Job Function:

The position manages the service operation of the company. Serves as the project manager for the estimator. Oversees the daily efficiencies and billable hours of the service technicians. Interacts with other manager to achieve the goals of the company. Meets profitability targets, generates revenue and tracks sales quotes. The Operations Manager supervises the activity of the field supervisors and has overall responsibility for the Technical Staff and Technical Support Staff. Other duties include customer relations, vendor and supplier relations and strong working relationship with general contractors and sub-contractors. Oversees and approves the work of the Estimator and works with the Buyer/Purchasing agent to ensure that inventory and material requirements are being met. Has a strong working relationship with all members of the Finance Team.

Reports To: President

Daily Duties:

- Ensures the efficiency of the operation.
- Supports and endorses company policy, procedures and regulations.
- Reviews and approves all estimates for remodels and new jobs.
- Helps to coordinate labor hours required and materials usage requirements for all remodels and new jobs.
- Ensures that the company Flat Rate Pricing guide is maintained.
- Coordinates the replacement of materials with the warehouse clerk and purchasing agent.
- Ensures that schedules are maintained in order to meet customer requirements.
- Supervises staff
- Ensures that company equipment and assets are properly maintained to maximize productivity.
- Tracks billable hours for service technician.

- Plans for seasonal fluctuations in the business by ensuring that all proposals are have appropriate follow up.
- Reviews new projects to identify strategies, issues and areas of responsibility for staff.
- Ensures that working procedures are developed and implemented to ensure that quality standards are achieved.
- Ensures that the technical staff adheres to all safety requirements. Provides appropriate supervision to ensure the safety of all visitors, employees and other personnel.
- Oversees the activities and evaluates the quality of subcontractors on company projects.
- Keeps the President informed of all issues and outcomes of projects.
- Ensures that project materials and supplies are adequate to meet schedules without impacting company cash flow.
- Develops standards and pricing for the service Estimator. Ensures that all costs for parts and labor are credited and billed.
- Regularly reviews all service invoices, service technician schedules, parts costs, mark-up and pricing of service work to ensue that anticipated gross margins are maintained.
- Establishes and maintains a training program for service technicians to ensure that their skills are current with the plumbing and heating industry.
- Monitors call-back activity to understand trends and opportunities for improvement.
- Prepares draft budget annually for operations departments
- Keeps current with industry changes and brings innovation to the management team.
- Prepares performance reviews for all technical staff.

Performance Indicators: (Measures of effectiveness in the position)

- Performs the above listed responsibilities accurately, timely and safely.
- Maintains the lowest cost, highest quality materials to meet the quality standards of the company.
- Demonstrates and promotes company core values. Works to achieve company mission and vision.
- Establishes and maintains relationships with industry, trade and functional professionals and associations to enhance and promote the company's image and skills.
- Maintains a strong working relationship with sub-contractors while adhering to company standards for on-time delivery and price.
- Meets project costs and deadlines with a 98% success rate.
- Is a role model to technical staff for teamwork, customer service and service recovery on behalf of customers.

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- Keeps current of new technological advances.
- Speaks clearly and writes well using appropriate spelling and grammar.
- Acts in accordance with company core values, mission and vision.
- Follows all standard operating procedures of the company.

This job description is intended to describe the general nature and level of the work being performed by employees in this job. It is not intended to be a complete list of all responsibilities, duties and skills required for this job classification.