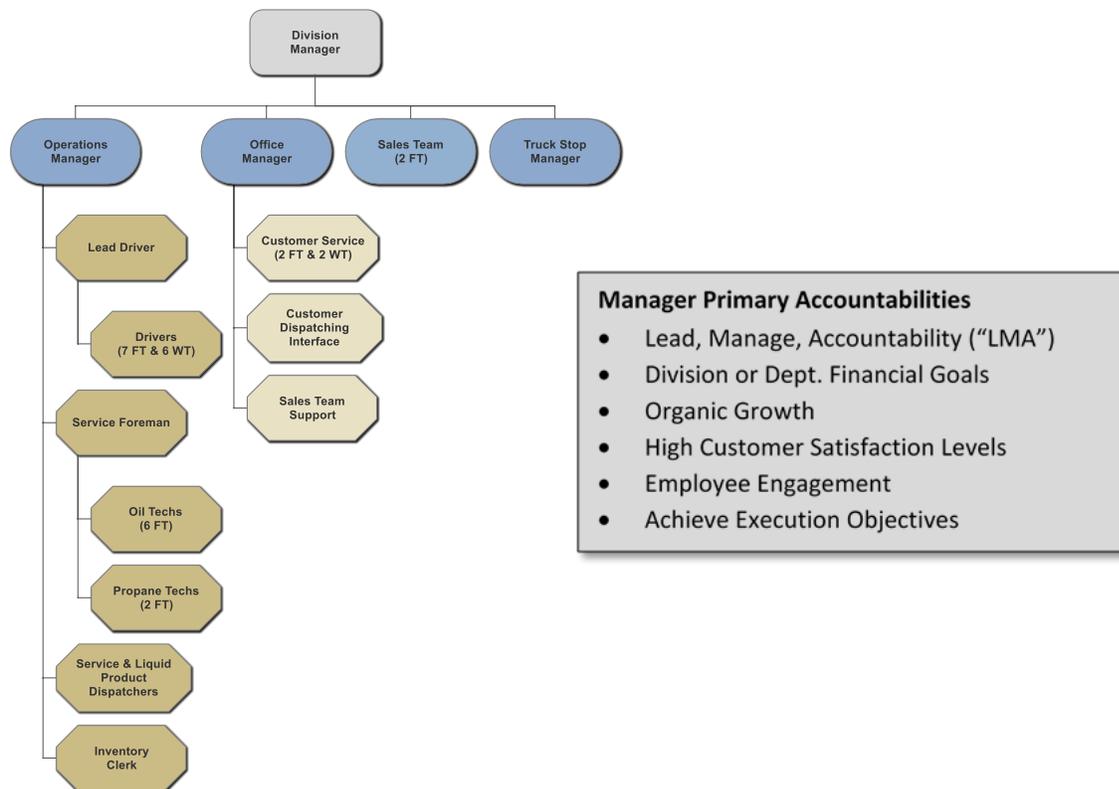


Operations Manager

Position Summary. The Operations Manager is responsible for the overall management and performance of the service and delivery departments. The position reports directly to the Division Manager, and has reporting to the position all drivers, technicians, service and liquid product dispatchers and an inventory clerk (if applicable).



Operations Manager Primary Accountabilities.

- *Lead, Manage, Accountability (“LMA”)*. This position holds themselves and team members working for them to behaviors consistent with Sail’s Core Values and results established through financial, growth and customer satisfaction expectations.
- *Customer Service Management*. Delivers, individually and with members of their team, value to customers as well as contributes optimizing the customer service process.

- *Supply and Logistics Management.* Improves reliability, inventory management, delivers products and services on specification and on time as well as continually develops the division's supply chain process.
- *Organic Growth.* Individually, with team members and working with the *customer support* and *sales teams*, supports *organic growth* of the division.

Performance Measurement

- Quarterly targets established by Division Manager
- Productivity targets for service and delivery, to Division budget
- Human Resource objectives, including staffing, recruitment and retention
- Customer Satisfaction results
- Department specific expense control (i.e., vehicle maintenance, etc.)
- Inventory control

Task Responsibilities – Individually and as a Team Leader

- Standards consistent with Core Values
- With Human Resources, assists in the recruiting, hiring and performance of the service and delivery departments in a proactive manner
- Evaluates, coaches and communicates regularly with employees
- Resolves customer concerns or complaints in a professional and helpful manner
- Responsible for all aspects of safety for both service and delivery departments including appropriate personal protective equipment, proper lifting of heavy parts and equipment, hazardous materials handling, follow safe delivery practices and general safety awareness
- Implements and maintains daily operating procedures to ensure employees of the service and delivery departments understand the correct procedures to adequately perform their daily responsibilities
- Understands, follows and advocates company policies and local, state and federal rules, regulations, and codes pertaining to the safe installation and service of oil and propane equipment while creating relationships with state and local authorities
- Ensures the safe use of company vehicles and equipment
- Conducts regular work inspections and provides resources for technical guidance
- Coordinates the maintenance of service and delivery department vehicles
- Represents the company professionally and respectfully in all interactions
- Coordinates the efficient and timely dispatching of technicians and drivers to ensure a high level of productivity and meeting customer commitments
- Analyzes service department productivity reports to improve efficiency
- Analyzes delivery drop and productivity reports to improve and maximize efficiency
- Facilitates coordination for the sale of equipment and new propane accounts
- Controls the parts and equipment inventory for the department to maintain an appropriate level of inventory and develops and institutes processes for maintaining accurate inventory records
- Communicates regularly with suppliers and vendors in a professional and respectful manner

- Suggests and deploys processes to increase customer satisfaction, efficiency, value and/or lower costs
- Establishes a competitive and financially responsible margin on parts and equipment
- Assists the Division Manager in the development of an annual budget, department goals and profitability targets for both service and delivery
- High level management of delivery performance, including status oversight, weekly driver shift forecast and routing, at-risk accounts
- Creates and supplies information for determining performance of Key Performance Indicators (“KPI”)
- Involved in special projects from time to time, depending on business need

Required Knowledge, Skills and Abilities

- Graduate of High School or equivalent (college level coursework preferred)
- Self-motivated with a high degree of comfort working independently in managing priorities and making decisions
- Prior experience in managing, planning and scheduling the activities of an active and customer-focused department
- Strong sense of professionalism and ability to maintain discretion
- Demonstrated ability to work as part of a team
- Well-developed verbal and written communication skills
- Proficient user of Microsoft Office (prior experience with customized internal computer programs i.e. petroleum software application preferred)
- Must have a valid driver’s license and a clean driving record
- Must meet employment eligibility standards set for criminal and other background checks
- Financial acumen
- A curious mind

Physical Demands and Work Environment

While performing the duties and responsibilities of this position, the employee may be required to:

	Never	Occasionally	Often	Always
Talk/Hear			X	
Vision – Close/Far			X	
Stand/Walk/Sit			X	
Push/Pull/Lift > 25lbs		X		
Climb/Balance		X		
Stoop/Kneel/Crouch/Crawl			X	
Reach			X	
Feel/Use hands and fingers			X	

The employee will occasionally work in an office environment but will primarily be in and outside conducting field work. This employee is exposed to moving vehicles and changes in weather. The noise level in the work environment is usually quiet to moderate.

Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions.

Acknowledgement of Receipt and Understanding

Employee Name: _____