



Operations Manager

Job Status: Exempt - Full Time

Job Summary: The operations manager is responsible for managing local scheduling and real-time operations that facilitate the maximization of resources (human and automated) to achieve customer satisfaction, productivity, schedule adherence, and economic goals.

Essential Functions:

- Align support staff to meet economic goals to maintain company margins
- Maintains professional communications with NexRep's clients
- Escalates and directs contingency plans as needed
- Identify and escalate local and network issues as needed to management
- Participate in post-mortem analysis of problems
- Reviews all KPIs and SLAs related to NexRep and its client's performance standards.
- Participates in daily, weekly, monthly, and annual planning processes as required
- Performs all duties and responsibilities in a timely and effective manner in accordance with established company policies to achieve the overall objectives of this position.
- Maintains a favorable working relationship with all other company employees.
- Keeps direct supervisor promptly and fully informed of all relevant business matters
- Performs all necessary supervisory functions to effectively and efficiently manage their direct reports
- Maintains a qualified staff
- Recommends salary adjustments, transfers, promotions, and dismissals
- Ensures proper training of direct reports
- Develops individuals for future advancement

Position Requirements:

- Proficiency in Microsoft Office 365
- Leadership and managerial skills
- Analytical problem-solving skills
- Ability to build and maintain strong client relationships
- Ability to make real time assessments and decisions
- Ability to create a team centric environment

Hours/Travel Evening, weekend and holiday hours may be required to meet client's needs. Travel to the NexRep client's location for business meetings may be required from time to time and NexRep will reimburse for travel expenses incurred.

This job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities that are required of the employee.

To apply: Please e-mail us your resume and cover letter to careers@nexrep.com. Thank you for your interest in NexRep!