



Harlow's Bus Sales, Inc.

Director of Operations

Department: Operations / Sales
FLSA Status: Exempt
Grade / Level: Executive
Work Schedule: Monday - Friday

Job Status: Full Time
Reports To: Chief Executive Officer
Amount of Travel Required: < 50%
Positions Supervised: Dept. Mgrs.

POSITION SUMMARY

Through a respectful, constructive and energetic style, guided by Harlow's objectives and Core Values, the Director of Operations provides the leadership, management and vision necessary to ensure that the location/company has the proper operational controls, administrative and reporting procedures, and people systems in place to effectively grow the organization and to ensure financial strength and operating efficiency.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this position.

- All positions are required to know, understand and follow all corporate guidelines as outlined in the company handbook.
- All positions are required to follow federal, state, local and company safety guidelines and procedures at all times while working on company premises or doing company business.
- All positions will at time be required to perform company related duties beyond the scope of the job title and description.

Essential Functions Statement(s)

- Provide day-to-day leadership and management to a sales/service team that mirrors the adopted mission and core values of the company.
- Direct strategic decision making for location/company.
- Determine short and long term goals in line with corporate mission.
- Responsible for driving the location/company to achieve and surpass sales, profitability, cash flow and business goals and objectives.
- Responsible for the measurement and effectiveness of all processes internal and external. Provides timely, accurate and complete reports on the operating condition of the location/company.

- Spearhead the development, communication and implementation of effective growth strategies and processes.
- Develop continuous improvement strategies including process development, improvement and implementation.
- Collaborate with the management team to develop and implement plans for the operational infrastructure of systems, processes, and personnel designed to accommodate the rapid growth objectives of our organization.
- Motivate and lead a high performance team; provide mentoring as a cornerstone to the management career development program.
- Act as lead "client-care officer" through direct contact with every client and partner.
- Foster a success-oriented, accountable environment within the location/company.
- Represent the location/company with clients, investors, and business partners.

POSITION QUALIFICATIONS

Education: Bachelor's Degree in business related field or equivalent experience

Experience: 10 or more years of Leadership experience

Knowledge Required

- Sales and Marketing - Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
- Customer and Personal Service - Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Continuous Improvement - Ability to plan, implement and manage continuous improvement projects and processes.
- Business Acumen - Working knowledge of all aspects of business management including finance, accounting, sales, marketing, human resources, etc.
- Administration and Management - Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Skills Required

- Active Listening - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Persuasion - Persuading others to change their minds or behavior.
- Social Perceptiveness - Being aware of others' reactions and understanding why they react as they do.
- Negotiation - Bringing others together and trying to reconcile differences.
- Judgment and Decision Making - Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Critical Thinking - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

- Management of Personnel Resources - Motivating, developing, and directing people as they work, identifying the best people for the job.
- Complex Problem Solving - Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Writing - Communicating effectively in writing as appropriate for the needs of the audience.
- Learning Strategies - Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- Operations Analysis - Analyzing needs and product requirements to create a design.
- Management of Financial Resources - Determining how money will be spent to get the work done, and accounting for these expenditures.

PHYSICAL DEMANDS

Physical Demands

Stand	O (Occasionally)	Lift/Carry	10 lbs or less	O (Occasionally)
Walk	O (Occasionally)		11-20 lbs	O (Occasionally)
Sit	F (Frequently)		21-50 lbs	O (Occasionally)
Handling / Fingering	F (Frequently)		51-100 lbs	O (Occasionally)
Reach Outward	O (Occasionally)		Over 100 lbs	O (Occasionally)
Reach Above Shoulder	O (Occasionally)	Push/Pull		
Climb	O (Occasionally)		12 lbs or less	O (Occasionally)
Crawl	O (Occasionally)		13-25 lbs	O (Occasionally)
Squat or Kneel	O (Occasionally)		26-40 lbs	O (Occasionally)
Bend	O (Occasionally)		41-100 lbs	O (Occasionally)

- N (Not Applicable)** Activity is not applicable to this occupation
- O (Occasionally)** Occupation requires this activity up to 33% of the time (0-2.5+ hrs/day)
- F (Frequently)** Occupation requires this activity 33%-66% of the time (2.5 – 5.5+ hrs/day)
- C (Constantly)** Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____

Prepared by: _____

Date: _____

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this job description and / or assign tasks for the employee to perform, as the Company may deem appropriate.