



First Corporate
s o l u t i o n s

Job Title: Operations Manager

Location: Sacramento, CA

First Corporate Solutions (www.ficoso.com) is actively recruiting for the position of the Operations Manager; this Position plays a key role in budgeting, controlling costs and keeping the organization on track financially.

First Corporate Solutions (FCS) is a global risk management and due diligence firm providing UCC and corporate solutions that help legal and financial professionals mitigate risk and perfect secured transactions. As a longtime leader in web-based due diligence solutions, FCS offers products and services across many diverse segments of the public records industry.

Job Summary:

The purpose of the Operations Manager is to be a strong and effective leader by delivering on profitability, employee development, quality assurance metrics as well as successful collaboration with co-managers. In addition to managing department leads, you will drive special projects, participate in selected external meetings with clients and partners, lead new initiatives, and manage people issues and processes. This position will be expected to make sensitive and critical judgment calls, and will serve as a sounding board to the President and CEO.

Essential Duties and Responsibilities:

- Have a deep understanding of all operational duties and workflows.
- Identify and provide immediate resolutions with operational “disconnects” and issues.
- Provide leadership to operational staff and translate the company operational goals into concrete actions.
- Ensure current procedures are in place and staff is current with their training.
- Develop, collect and measure performance metrics.
- Manage and achieve productivity targets.
- Develop, manage, and meet quality assurance programs.
- Ensure procedures and policies are enforced with operational staff.
- Ensure continuous employee development.
- Ensure company culture is known, maintained, and nurtured by all operational staff.
- Determine staffing requirements, interview, hire and train new employees, or oversee those personnel processes.
- Ensure closed-loop communication among staff, various operational and functional departments.
- Lead and organize cross-functional teams to ensure resolution of complex projects and operational issues.
- Provide quantitative analysis and input to operations’ decisions and strategies.

- Serve as a liaison between operations and functional departments such as Accounting and IT for the cost analysis.
- Provide strong communication across functions as well as development and application of project management standards, tools, and systematic processes.
- Supervising staff from different departments and provide constructive feedback.
- Direct and coordinate organization's financial and budget activities to fund operations, maximize investments, and increase efficiency.
- Develop project scope, timelines, costs, and resource allocations to ensure that expected results are delivered on time and within budget.
- Lead identification, recommendation, and coordination of cost savings initiatives.
- Oversee monthly assessments and forecasts of operation's financial performance against budget, financial and operational goals. Oversee short and long-term financial and managerial reporting.

PREFERRED QUALIFICATIONS:

- Bachelor's degree in business-related field.
- At least 5+ years of management experience.
- At least 3 years' experience in Financial Management.
- Prior experience in risk management, compliance, UCC, public record, finance or legal industry.
- Superior project planning skills with the ability to lead a diverse team.
- Has extensive knowledge of business issues and processes as well as IT resources and enabling technologies.
- Excellent computer skills and proficient in excel, word, outlook, and access.
- Excellent communication skills both verbal and written.
- Knowledge and experience in organizational effectiveness and operations management implementing best practices.
- Demonstrated leadership and vision in managing staff groups and major projects or initiatives.
- Excellent interpersonal skills and a collaborative management style.
- Budget development and oversight experience.
- A demonstrated commitment to high professional ethical standards and a diverse workplace.
- Delegate responsibilities effectively.
- High comfort level working in a diverse environment.
- Effective communicator. You are an exceptional communicator in every sense of the word. You are an especially astute listener and you pick up subtle cues that others may miss. You are effective in your spoken and written communication. You can be diplomatic, firm, gentle, and even pushy when you need to be to accomplish the goal.

First Corporate Solutions is an EOE and offers a competitive benefits package. Salary is DOE. To be considered for this position please submit your resume and cover letter summarizing your experience to careers@ficoso.com Thank you for your interest!