



**JOB TITLE:** Operations Manager

**DEPARTMENT:** AA- Administration

**REPORTS TO:** President

**FLSA STATUS:** Exempt

**LOCATION:** Sacramento, CA

### **ABOUT FIRST CORPORATE SOLUTIONS**

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 Operations Manager is responsible for the overall operations team's effectiveness, profitability, employee development, training, 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**

#### **Leadership**

- Provide leadership to operational staff and translate the company operational goals into concrete actions.
- Lead and organize cross-functional teams to ensure resolution of complex projects and operational issues.
- Provide strong communication across functions.
- Serve as a liaison between operations and functional departments such as Accounting, IT and Sales.
- Ensure closed-loop communication among staff, various operational and functional departments.
- Ensure company culture is known, maintained, and nurtured by all operational staff.
- Coordinate, manage and monitor the workings of various departments in the organization.
- Facilitate coaching and "professional development" of the operations leads / managers to:
  - Ensure compliance with company standards and procedures

- Identify problems in operations process and resolve them in timely manner.
- Build and maintain strong internal relationships through regular meetings and communications with all departments and branches

### **Employee Relations**

- Recruit, select, train, assign, coach, counsel and discipline employees.
- Ensure continuous employee development.
- Ensure staff is sufficiently trained.
- Responsible for fostering and maintaining an effective, positive team-based environment by coaching and communicating the corporate vision/values and setting and managing performance expectations.
- Resolve problems relating to employees.
- Prepare and complete action plans.

### **Strategic and Tactical Planning**

- Contribute to short and long-term organizational planning and strategy as a member of the management team.
- Develop documentation including management standards, tools, and systematic processes.
- Develop a deep understanding of all operational duties and workflows.
- Increase the effectiveness and efficiency of each operation department.
- Implement production, productivity, quality and customer-service standards.
- Contribute operations information and recommendations to strategic plans and reviews.
- Work closely with the management team to set and implement policies, procedures and systems and follow through with implementation.
- Identify and provide immediate resolutions with operational “disconnects” and issues.
- Ensure current procedures are in place.
- Assist with new operating system migration.

### **Metrics and Analytics**

- Develop, collect, analyze and measure performance metrics, productivity targets and quality assurance programs.
- Provide quantitative analysis and input to operational decisions and strategies.
- Develop operational project scope, timelines, costs, and resource allocations to ensure that expected results are delivered on time and within budget.
- Manage the preparation and maintenance of reports necessary to carry out the functions of the department. Prepare periodic reports for management, as necessary or requested, to track strategic goal accomplishment.
- Maximize operational efficiency and profitability by evaluating costs and processes.
- 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.
- Coordinate and monitor the work of various departments involved in production, pricing and quality of services.
- Ensure quality and continuity of products, monitor performance and implement improvements with managers.
- Ensure continuity of work flow and output of reports. evaluate performances and implement improvements.
- Assist managers to gather and maintain employee product reports.

#### **NON-ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Perform various other job-related duties as prescribed by company and departmental need.
- Provide back-up support to depleted departments.
- Serve on various internal committees.
- Provide client assistance for escalated issues.
- Ensure building security- such as locking up the office.

#### **REQUIRED QUALIFICATIONS**

\*Includes Physical and Mental Requirements\*

##### **Education**

- Minimum Education: Bachelor's degree.

##### **Experience**

- A minimum of 5 years of management experience that includes budget responsibilities.
- A minimum of 5 years of customer service experience in a service industry.
- Experience with budget and fiscal management.
- Experience and knowledge in organizational effectiveness including operational management and implementation best practices.

##### **Knowledge, Skills and Abilities**

- High analytical skills.
- Effective delegation skills.
- Excellent problem solving and organizational skills.
- Excellent computer skills and proficient in Excel, Word, Outlook, and Access.
- Excellent communication skills both verbal and written.
- Excellent interpersonal skills and a collaborative management style.
- High level of emotional intelligence and empathy.
- Ability to communicate with individuals at varying levels in the organization.

- Proficient with project management tools that aid with the daily tasks of material development, such as Microsoft Office, Excel and PowerPoint.
- Able to hear average or normal conversations and receive ordinary information.
- Superior project planning and organizational skills with the ability to lead a diverse team in a constantly changing and high-stress environment.
- Possess fundamental mathematic skills.
- Must have a strategic mindset.
- Demonstrated commitment to high professional ethical standards in a diverse workplace.
- Extensive knowledge of business issues and processes as well as IT resources and enabling technologies.
- Ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts and draw conclusions.
- Ability to prepare business letters, proposals, summaries and reports using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Demonstrated ability to lead and communicate visions, initiatives and objectives of projects.
- Demonstrated ability to successfully collaborate with peers and management.
- Ability to continuously sit, stand or walk in an office environment.
- Ability to bend and lift up to 10 pounds.
- Average/ordinary visual acuity necessary to prepare or inspect documents or products and operate a computer.

## **PREFERRED QUALIFICATIONS**

### **Education**

- Bachelor's degree in business-related field.

### **Experience**

- Prior experience in risk management, compliance, UCC, public record, finance or legal industry.

## **WORKING CONDITIONS**

The worker is to work indoors and is not substantially exposed to adverse environmental conditions. Repetitive and continual typing motion is required.

Requires occasional travel (5%) out of town by airplane or car to other cities for training.

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](mailto:careers@ficoso.com). Thank you for your interest!