

Job Description: VP of Operations

Revision Date: 2019.08
Reporting Structure: Direct to President

Department: Operations
Direct Reports: Yes

POSITION PURPOSE

The VP of Operations is in charge of day-to-day operations and the long-term success of Performance Services. The VP of Operations leads and manages the operations team to help achieve the goals and objectives of Performance Services.

DUTIES, TASKS AND RESPONSIBILITIES

Operations Initiative

- Support in strategic planning in order to upturn proficiency, productivity, and efficiency of the projects and operations of Performance Services.
- Manage the development, operations, and financial aspects of the organization's construction delivery services.
- Direct construction functions and sequences of work to obtain optimum utilization of workforce and meet revenue/realized gross margin projections within budget.
- Directly involved in managing job cost analysis on all projects to ensure consistent profitability on all jobs, and to identify and make improvements where needed.
- Directly involved in achieving high customer satisfaction on all projects from pre-award through the end of warranty to help achieve Company goals as measured by Customer Experience surveys.
- Responsible for maintaining high employee satisfaction with all direct reports, their people and to assist Operations Managers reporting to General Managers in their employee satisfaction efforts in their branch offices.
- Responsible for the execution of the Company's quarterly, annual, five year and long-term goals in line with the Company's Vision, Mission and Guiding Principles.
- Review and revisions to the Company's current Standard Operating Procedures (SOPs) to more effectively manage the organization's current construction delivery activities and its projected growth.
- Manage and assist in the smooth and efficient flow of information through the Corporate Operations Department, all operation departments in all branch offices and all other departments.
- Directly accountable for all projects being delivered ahead of schedule, on budget and with high customer satisfaction in offices without a General Manager and dotted line responsibility for all other projects being delivered in offices with General Managers.
- Direct and coordinate the continuous improvement of the labor planning tool, use of the ProCore project management software tool, SOP through new findings from "post mortems" conducted on every project, job cost budgeting process, job costing methodology and customer communication processes during project installations.
- Develop effective processes for project management and operations supervisors/managers to develop and maintain positive relationships with key contractors to help insure good bid coverage, quality installations and on-time project completion.
- Calculate burdened labor rates annually for all COGS personnel.
- Analyze general economic, business, and financial conditions and their impact on the operations departments.
- Directs and coordinates estimating functions of the company to ensure accuracy, profitability, and competitive edge.



- Work collaboratively with other senior leaders and other departments to support their efforts in accomplishing Company goals.
- Direct and measure progress in order to make changes to increase efficiency.

Compliance

- Maintain a safe workspace by enforcing standards and procedures and keeping compliance with legal regulations.
- Ensure documentation is complete.

Management & Leadership

- Work collaboratively with other senior leaders and other departments to support their efforts in accomplishing Company goals.
- Establish team focus by developing and communicating goals in support of the visions and values of Performance Services.
- Develop others by delegating responsibility, providing high-impact performance feedback, and assisting in conflict resolution.
- Manage organizational transformation and change by communicating change to the team, problem solving, and establishing structure.

BEHAVIORAL COMPETENCIES

Core Competencies

- **Integrity** – Act with integrity; truthfulness, fairness and honesty.
- **Continuous Learning** – Is a continuous learner focused on constant improvement; embraces new technologies.
- **Exceed Expectations** – Work hard to exceed customer expectations.
- **Compassion** – Conduct oneself as a steward-of PSI, supporting its growth & ability to help those in need.
- **Accountability** – Take responsibility for one’s actions and decisions.

Position-specific Competencies

- **Pace and Variety of Activities** -- Sense of urgency for goal achievement with varied activities and multiple, simultaneous projects. Must be able to multi-task in a fast-paced environment.
- **Focus** -- Results focus with idea generation, innovative and creative problem solving. Rapport and relationship building focused on achieving results. Must engage the commitment of others.
- **Decision-Making** -- Problem solving orientation. Action-oriented and quick decision making in response to changing conditions.
- **Delegation and Leadership Style** -- Directive leadership to assure business results are achieved. Delegation of details as necessary, with follow up on timeliness and quality. Accountability for results.
- **Integrity** – Acts in an honest, trustworthy, high integrity manner; makes and keeps commitments.
- **Communication** – Collaborates in a positive and productive way. Communicates in a way that is analytical and detail oriented.
- **Goal Oriented** – Drives to meet goals in a motivated and self-directed way; works hard with limited supervision.

*Performance Services, Inc. is an EEO employer that values integrity and workplace diversity.
All qualified applicants are encouraged to apply.*



WORKING CONDITIONS

- Office functions will be performed at one of PSI's branch offices. This position will be based out of the Corporate office in Indianapolis.
- Frequent Travel is required to ensure operations is successful in all PSI Branches.

MINIMUM QUALIFICATIONS

Education/Experience

- Minimum of 15 years' experience managing general construction projects.
- Minimum of 10 years' experience managing construction operations professionals.
- Minimum of 5 years' experience leading a construction operations group that delivers over \$100M in annual revenue
- Ability to effectively utilize the following:
 - ProCore project management software
 - Microsoft Excel
 - Labor planning tools
 - Modelogix

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

This job description in no way states or implies that these are the only activities to be performed by the individual occupying this position. While this job description is intended to be an accurate reflection of the job requirements, management reserves the right to modify, add or remove duties and assign other duties as necessary.