



DIRECTOR OF OPERATIONS

Requirements:

- Excellent leadership and people skills
- Strong interpersonal, organizational, and communication skills
- An innovative mindset that compliments problem solving abilities
- Minimum of 3 years of management experience
- Minimum of 5 years of commercial roofing experience
 - Strong understanding of single-ply, shingle, metal, and standing seam systems
- Proficiency in Microsoft Office applications, familiarity with estimating, construction management, project scheduling software and databases
- Proven knowledge of performance evaluation metrics in a business setting
- OSHA 30 certification
- In-office presence required (Monday–Friday)

Preferred Qualifications:

- Bilingual (English/Spanish preferred)
- Project management experience in Procore
- Demonstrated ability to develop and implement operational policies and procedures

KEY ROLES:

- **Lead, Manage, Accountability**
 - Lead, train, develop, and manage an operations team while adhering to all company policies and ensure company compliance
 - Direct and oversee the daily operation of multiple projects in multiple states, ensuring that all deadlines and cost targets are met
- **Optimize current systems, workflows, and policies**
 - Evaluate existing operational processes to identify inefficiencies and gaps
 - Lead the implementation, integration, and optimization of operational software and technology systems across the organization
 - Refine workflows to improve productivity, communication, and scalability
 - Standardize processes across divisions to ensure consistency and quality control
 - Continuously improve policies to align with company growth and operational demands
 - Leverage data and team feedback to drive system enhancements
- **Own divisional performance, accountability, and margin outcomes**
 - Ensure department consistently meets deadlines, targets, and performance expectations
 - Enforce accountability through KPIs, scorecards, and measurable outcomes across all teams
 - Drive and monitor proactive budget management/forecasting to protect and improve project margins



- **Forecasting and reporting**
 - Own company-wide forecasting and reporting to provide clear visibility into performance and risks
 - Translate data into actionable insights to support decision-making and operational adjustments
 - Oversee procurement and resource allocation to ensure teams are properly equipped and projects are supported

- **Analyze, manage and mitigate problems**
 - Oversee client support services
 - Support Integrator in alignment between sales, operations, accounting, and field teams to ensure seamless project execution
 - Analyze, manage, and mitigate problems by utilizing a risk assessment approach

The above description covers the principal duties and responsibilities of the job. The description shall not, however be construed as a complete listing of all or similar duties which may be required from day to day.