

Operations Manager Job Description

Company Overview:

Maher Bros. is a provider of moving and storage services in the state of Iowa. Established in 1922 Maher Bros. is an agent for Allied Van Lines.

Position Summary:

This position will manage all operations, personnel, and processes, while enforcing compliance with the Department of Transportation (DOT) regulations throughout the Company.

General Job Duties:

- All employees are responsible for a basic knowledge of the employee handbook, along with the mission and vision of the Organization, and must conduct themselves with behavior that supports these values.
- All employees are responsible for making the most of their working time and reach maximum potential by being on time for appointments and/or deadlines, as well as checking voicemails and/or emails as appropriate.
- All full-time employees are required to work at least 40 hours a week.
- All employees are expected to escalate issues as necessary.
- All employees must conduct themselves in a respectful and professional manner as outlined in the Company's code of ethics and conduct, as found in the policy book.
- All employees will specifically be trained on their job duties, however; other mandatory trainings may be deemed appropriate by management for one or all members of the team.
- All employees must occasionally collaborate with the leadership team to create, revise, and maintain accurate job descriptions.

Essential Job Functions:

- Assist in relaying any and all forms of communication to your designated direct reports. At times, this will include sending all staff messages, emails, etc.
- Build professional relationships with the drivers and office personnel.
- Proactively provide solutions to problems when they arise.
- Oversee and manage all local dispatchers/interstate and intrastate and communicate these endeavors to the appropriate personnel.
- Aid in the recruiting, training, and retention of direct reports, as necessary.
- Oversee and manage operation along with all daily warehouse operations.
- Oversee facility.
- Interact and provide prompt responses to Move Coordinators and Van Line personnel.
- Enforce company-wide compliance with the Department of Transportation (DOT) and CSA regulations.
- Delegate responsibilities to other Maher/Riley dispatchers, when appropriate. As responsibilities are designated, the quality of any work functions is still the responsibility of the Operations Manager.
- Navigate and execute functions with pertinent software (i.e. driver qualifications, equipment qualifications, and reporting).
- Interact with customers, vendors, employees, and partners in a professional manner with the integrity of Maher Bros. Transfer in mind.
- Proactively manage, stay updated, and help teach personnel processes and new directives (such as Sirva Share Point & Direct Systems) in accordance with the other managerial staff.
- Conduct face to face reviews with all direct reports annually and ensure all documentation is stored in the correct and secure manner.

- Complete and/or approve expense reports by the appropriate deadline.
- Participate in and/or facilitate roadside and vehicle inspections.
- Report on any accidents and injuries.
- Oversee maintenance of logs on all licenses, permits, physicals, etc. and ensure those expired are updated.
- Manage our drug and alcohol-free policy and enforce with all partners and employees.
- Be responsible, approve, and manage all driver balances and/or advances.
- Stay abreast of new technology, while allotting training time and executing within the Organization.
- Aid in the termination and/or offboarding of teammates as approved by senior leadership.
- Perform other duties as assigned.
- Visit other Maher/Riley Terminals at least once a month.
- Assist in asset purchases.
- Make frequent quality checks on job sites.
- Attend industry meetings and continued education programs, as needed.

Cross Training Requirements:

- This position is responsible for cross training with your direct reports and administrative peers to the point of covering all basic responsibilities in the case of their absence.

Position Requirements:

The requirements listed below are representative of the knowledge skills and abilities required. Employees who do not possess the requirements for a job at the time of hire will not be considered for the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Required Skills and Experience:

- Must be able to efficiently use Microsoft Word and Excel
- Capable of working effectively independently and in a team environment
- Must be self-motivated, goal and detail oriented
- Flexible and adaptable to changing work environment
- Ability to prioritize multiple tasks and manage time efficiently
- Entrepreneurial attitude with a desire to produce growth
- Enjoys leadership
- “Get Better Everyday” mindset

Desired Skills and Experience:

- Customer service skills
- Management experience
- Five (5) years in transportation operations
- Driving, loading, and management in the household goods industry

Education and Credential Requirements:

- A High School Diploma is required

Language Requirements: The primary language of the Organization is English. Excellent communication skills are defined as the ability to:

- Actively listen for total comprehension
- Ask questions that enhance the understanding of a certain topic

- Relay information and/or instruction in a descriptive and understandable fashion in both written and verbal forms

Mathematical Requirements:

Basic math knowledge is required including addition, subtraction, multiplication, and division skills to the general degree.

Reasoning Ability Requirements:

Basic level, reasoning abilities are necessary to understand and follow basic instruction from supervisory positions either by writing or verbally. This person also must meet deadlines and work well with teammates.

Physical Requirements:

Occasional lifting up to 20 lbs. may be necessary from time to time. Must be able to sit for long periods of time (up to 8 hours a day).

FLSA Status:

Exempt: Exempt employees are regularly scheduled to work at least 30 hours per week and paid salary. They are considered full time and are eligible for all employee benefits.

Schedule Expectations:

The Organization's normal hours of operation are from Monday through Friday; from 7:30 am to 5:00 pm. Saturday work is to be expected during busy periods or our peak season.

Salary: This position requires a minimum of 40 hours worked within a week and the schedule may be flexible as determined in the employee handbook.

Supervision Requirements:

This position supervises: All Operations personnel.

This position reports to: Tom Riley, Owner.

I fully understand the responsibilities of this position and believe them to be reasonable. Additionally, I attest that I am fully qualified, and capable of performing these job requirements successfully.

Name (Print)

Signature

Date