



## Operations Director – ProCoat, MA

### About Us!

Inside Edge is a rapidly growing, employee owned, team-oriented company with an entrepreneurial spirit. We work to support our company’s growth initiatives while supporting and servicing our customers, internally and externally, through our core company values. Our “Owner’s Mentality” attracts top talent and inspires our employees to take pride and responsibility in the work that they do. We’ve been named a Top Workplace in Minnesota six times and aim to create a place employee-owners are proud to be a part of.

### About the Team

We’re enthusiastic, compassionate, bright, collaborative, fast-paced, and engaged. We bring our authentic selves to work and receive the support needed to grow. We strive to live the core company values – Integrity, Energy, Collaboration, Innovation, and Service.

### About the Job:

This position will work out of ProCoat, an Acoustical Ceiling Restoration company. The Operations Director (OD) coordinates and oversees all Contract Services projects, as well as general business operation. This role will also coordinate all labor functions. The OD is responsible for proactive and detailed planning of upcoming projects, monitoring ongoing projects, identifying, and guiding service providers, communicating with on-site customers, and troubleshooting when issues arise. This position will work out of the ProCoat office located in MA. This position requires 10% travel. If relocation is necessary there is an opportunity to transition within a hybrid capacity temporarily during this relocation, with the understanding this will be an In-Office position located at our ProCoat location in MA.

### Essential Functions:

- Work collaboratively with internal teams to fully review and understand the scope of work to be performed on each project.
- Interact closely with Labor to collectively deliver outstanding results in the field.
- Respond to inquiries regarding technical questions or challenges.
- Manage the team to ensure the job flow is effectively communicated both internally and externally.
- Communicate timing and scope of work to both customer and service providers to ensure smooth project flow.
- Monitor on-site activities, trouble-shoot as needed, and ensure progress stays on track for completion.
- Close out projects, including vendor invoice, reconciliation, pictures, overseeing product surplus management, and final variance documentation.
- Conduct post job analysis to fine tune best practices and ensure continuous improvement.
- Take ownership of problems and see them through to completion, keeping stakeholder parties involved and informed at all stages, as necessary.
- Build relationships with internal and external customers, as well as service providers.
- Aware and diligent to ensure cost-effectiveness, quality, and customer satisfaction on all projects.
- Leads by example, adhering to policies and procedures
- Manage & lead direct reports

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### Job Requirements:

- Bachelor's Degree in Construction Management desirable or 2-Year Degree from Technical College in Construction Management
- 5+ years of on-site field experience, preferable in related industry
- Project Management experience strongly preferred

### About You:

- Takes initiative with a positive attitude to achieve outstanding results
- High level of honesty and integrity
- Strong Problem-solving skills
- Ability to juggle multiple projects and tasks at one time
- Exhibits a professional manner
- Knowledge, organization, and planning
- Ability to be responsive while working at a fast pace
- Oral and written communication
- Interpersonal skills
- Computer literacy and keyboard skills
- Efficient and time management
- Attention to detail
- Flexible schedule
- High level of integrity
- Takes a proactive approach to problem solving
- Results driven
- Adaptable and able to effectively manage multiple, changing tasks
- Self-directed and willing to take initiative
- Professional, adaptable, collaborative
- Ability to follow through on assigned tasks with limited supervision

### Physical Requirements:

- Must be able to sit at a desk for prolonged periods of time while working on a computer, as well as the ability to move about the office or travel to customer construction sites.
- The ability to hear and read while communicating both verbally and in writing to communicate with customers and employee-owners.
- The ability to perform fast repeated movements of fingers, hands, and wrists (keyboarding and other tasks).
- Must be able to lift 15 pounds at times

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### Benefits & Perks – Together We Own It!

- Employee Stock Ownership Plan (ESOP)
- 401k matching
- Bonus pay
- Paid time off
- Flexible schedule
- Health insurance
- Health savings account
- Vision insurance
- Dental insurance
- Flexible spending account
- Life insurance
- Employee assistance program
- Professional development assistance

*Inside Edge Commercial Interior Services, LLC is an Equal Opportunity Employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.*

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