



Operations Manager

Job Scope

The Operations Manager has full P&L responsibility for the Lighting and Electrical Services sales and delivery. He/she will build and lead a lean, high-performing team through strong leadership skills, active performance management, and effective employment decision-making. This person will develop strong client relationships through personal interactions and/or deliver extraordinary service to ensure FSG is perceived as the local market's lighting and electrical service provider. He/she will report to the EVP/COO and be expected to provide regular updates regarding critical business metrics.

Responsibilities

- Have a proven track record in leading multi-disciplinary projects from concept through to completion, where you have taken responsibility for both the deliverables and the financial performance of the project.
Develop new and existing client relationships.
Work independently on all technical aspects of electrical design with minimal supervision.
Have the ability and experience to lead and support a team of estimators and technicians.
Ensure all design projects and reports within the team are technically compliant, to a consistent quality and standard. Maintain regular 'in-house' design reviews and checks.
Monitor contract staff or third-party appointments.
Maintain excellent client relationships and contacts to achieve high levels of satisfaction and repeat business. Manage client's expectations and promote a team approach.
Implement and manage QA systems and procedures on all projects.
Cultivate a high-performance team by fostering a safe and positive workplace promoting growth and empowering team members to achieve.
Implement effective performance management strategies, including goal setting, conducting regular performance evaluations, and providing constructive feedback.