

Operations Manager

Title: Operations Manager

Schedule: 40 hours

Reports to: Company Owner

Supervises: Operations Assistant

Coordinates with: Company owner, accounting firms, outside vendors, and all staff

STATEMENT OF JOB

The Operations Manager provides accounting for several entities, handles IT, marketing, social media and website management, facilities and compliance.

QUALIFICATIONS

- Completion of undergraduate degree, preferably in business management or accounting (or equivalent work experience) and or 5 to 7 years working in operations.
- Experience in working with QuickBooks.
- Willingness and ability to work in a team-approach to task completion.
- Enthusiastic, self-starter, a vision for the future and planning skills.
- Supportive of the firm's values, vision, and culture.
- Independent thinker, able to solve problems, supportive of change, enjoys flexibility including the ability to handle a number of time sensitive and detailed responsibilities simultaneously, strong organizational skills
- Strong analytical and technological skills; client and "service first" orientation.
- Patient, good listener, task oriented, consistent, excellent follow through
- Logical, practical, persistent, takes calculated risks, questions the status quo.
- Has a sincere approach to helping others, enjoys coaching and counseling.

BASIC OVERVIEW OF TASKS

- **Oversee and Delegate all Administrative Functions**
 - Maintain all software: CRM (Junxure), Financial Planning Software (Money Guide Pro), Investment Management software (Asset Book), Rebalancing software (Tamarac), and Custodian site (Ameritrade) to keep current for accuracy, updates, reporting, scheduling, hours/fee tracking and marketing purposes

- Monitor the IT provider to ensure adequate networks and hardware are in place to support the software.
 - Implement and maintain software security and backup procedures necessary to protect all the client and company data.
 - Monitor Ameritrade home page for announcements of interest and changes to procedures. Print and circulate as necessary.
 - Fix and oversee any office technology hardware and software needs or problems
 - Oversee and manage all vendor contracts
 - Oversee and implement purchasing
 - Maintain and create company contracts and forms
 - Fax administration, receiving, monitoring and distribution
 - Complete routine email audits
 - Answer telephone, take messages and refer calls only if questions cannot be answered
 - Prepare envelopes and UPS and Fed Ex
 - Walk-in/Phone-in business
 - Open, sort, and distribute incoming correspondence, including faxes, mail, and email.
 - Set up and oversee administrative policies and procedures for offices and/or outside organizations/strategic partners.
 - Resolve office maintenance and management issues relating to office building.
 - Maintain the cleanliness of the working environment and assist when needed on making sure all employees are accountable to the cleanliness of others' working environments.
 - Ensure ample and necessary office supplies, kitchen supplies and sales/service collateral supplies are on hand at all times
 - Oversee general maintenance of all common office equipment ensuring positive representation to clients and good operational order for our practice and for our tenants.
- **Oversee and Manage all Financial Operations and Bookkeeping**
 - Create Retainer Fee Invoice for financial planning process
 - Oversee collection and compliance adherence to advance billing.
 - Oversee annual Retainer Fee calculations ensuring updated net worth data is accurate.

- Prepare reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database, and/or presentation software.
- Ensures payroll is completed correctly
- Ensures sales taxes, FICA, withholding, and unemployment taxes are collected and distributed
- Works with owner to create the annual budget
- Oversee compensation plans and quarterly bonuses
- Oversee maintenance of company 401k plan
- Prepares financial statements for CPA firm who completes the tax returns
- **Compliance**
 - Regularly gather and prepare all necessary materials and information to satisfy industry-regulated compliance requirements and report them to the compliance officer
 - Complete the annual renewal and ADVI, U4 and ADVII filing through SEC required for all registered investment advisors.
 - Review and communicate all policies to staff to ensure adequate compliance with regulatory requirements.
- **Direct Client Contact**
 - Participate in the planning, preparation and presentation of client appreciation and marketing events as requested
- **Operations**
 - Leverage experience and judgment to make recommendations aimed at continuous improvement of the day-to-day client service and business operational policies and procedures
 - Review operating practices and procedures in order to determine whether improvements can be made in areas such as workflow, reporting procedures, expenditures and/or compliance.
 - Serve as Human Capital and Resource manager for all employees
 - Serve as Operational Manager when a new procedure, process, or software needs to be implemented in the firm
 - Oversee timely distribution of information over the company website, blogs, and social media
 - Maintain company forms on the website

- Work with company owner on any changes in operations such as technology updates, recruitment, management, and office coordination.
- Prepare and facilitate the agenda and internal meetings regarding the firm's activities, policies and strategies.
- Ensure communication to staff of important issues.
- **Training**
 - Supervise and train other clerical staff, when and if needed.
 - Train interns if one is hired and designated to this position
 - Train other professional talent on the operational processes and the procedures of the company