



## **VP of Operations**

This position is responsible for leading and directing the activities of the Operations Department. The specific areas of responsibility include Customer Service, Data Entry and Mail Room. Responsible for planning, organizing and managing the day-to-day functions of assigned units. Establish policies and standards, provide guidance and support for staff development and make recommendations for operational improvements. The position reports to the Vice President of Underwriting and Operations.

### **Principal Duties & Responsibilities:**

- Oversees the operation of the department to ensure a high standard of quality and productivity and compliance with all established standards and procedures.
- Manages staffing levels through effective monitoring of work standards.
- Manages budget responsibilities specifically in the areas of staffing costs
- Develops and oversees an internal audit program to continuously review all aspects of the Department to ensure compliance with all established standards and procedures.
- Provides guidance, support and training for staff development and job performance.
- Provides timely and effective assistance and communication with all departments.
- Responsible for hiring, training, counseling and termination of all personnel within the Customer Service, Data Entry, and Mail Room Departments.
- Responsible for achievement of established service level standards for Customer Service, Data Entry and Mail Room.
- Responsible for performance reviews and salary reviews for all staff.
- Ensures manuals and training materials are maintained and updated to reflect changing rules and procedures in response to process and procedure changes.
- In conjunction with the Vice President of Finance, assists in the establishment of an annual salary budget for the Department.
- Interacts with other department Vice Presidents, in mutual cooperation, to ensure achievement of the FAIR Plan objectives and plans.
- Performs other duties as assigned by the President.
- Adheres to Federal and State laws and regulations.

### **Knowledge and Skills Requirements:**

- A self-directed and motivated individual with problem-solving, supervisory and management experience.
- Good decision making and judgment.
- Strong leadership abilities to develop, direct and motivate employees.
- Strong organizational skills to manage and prioritize projects.
- Strong presentation and communication skills (verbal and written).
- Strong interpersonal skills and experience working in a team environment.
- Excellent computer skills including Word and Excel.
- College degree or equivalent business experience.

If interested, please send your resume to [hr@cfpnet.com](mailto:hr@cfpnet.com).