

## **Position Title: Operations Project Manager**

### **Job Summary:**

The Operations Project Manager is responsible for driving productivity through the development of best practices, setting Standard Operating Procedures, and implementing new tools and technology. This will require strong project management skills managing complex, multi-resource initiatives for the entire organization.

### **Supervisory Responsibilities:**

- None

### **Essential Duties/Responsibilities:**

- Maintain and enforce Standard Operating Procedures. Spearhead efforts to develop and train on best practices.
- Collaborate with management during Sales and Operations Planning. Make recommendations on resource requirements.
- Develop projects schedules, help set KPIs, and manage resources in collaboration with the Director of Operations
- Track and consistently update all projects via MS Sharepoint or applicable tool as identified, share updates as needed
- Monitor the success of new initiatives, measure and report on various KPIs
- Manage outside and internal IT resources, as well as available tools/technologies to ensure high levels of productivity across all departments

### **Required Skills/Abilities:**

- Superb organizational skills and high attention to detail and the ability to handle a large number of projects simultaneously and complete them on time with the highest level of quality
- Excellent people and relationship-building skills, ability to function as both a member and leader of the team, and the ability to develop a strong and trustworthy relationship with all internal teammates
- Quick learner with an expert understanding of internal processes, available tools, and the ability to navigate through them effectively
- Excellent problem-solving skills and ability to maintain a positive attitude in stressful situations
- ♣ Strong knowledge of order tracking/ERP and CRM systems
- ♣ Strong Excel skills and intermediate experience with PowerPoint and Word

### **Education and Experience:**

- Bachelor's degree
- Promotional Products or Consumer Goods experience is a MUST
- 2 – 3 years of Project Management experience

- Previous experience with project management systems such as Basecamp and Microsoft Teams
- PMP Certification preferred