



Business Operations Manager

Job Description

Job Title: Business Operations Manager
Reports to: CEO/President and Advisory Board
FLSA Status: Full-time Salary Exempt
Department: Management/Administrative

JOB SUMMARY

The Business operations manager oversees the daily operations of the location to ensure business goals are achieved. This position works with Business Office, Advisory Board, Sales Relations Manager, Finance/Human Resources, and Marketing to provide smooth and effective business operations. They participate in personnel matters, general administration, and business planning. A bachelor's degree in business or a related field is required.

RESPONSIBILITIES

- Supervise and coordinate the affairs of the location.
- Focus on the operational business items and logistics of location.
- Responsible for overseeing a variety of location needs directly related to human resources, the facility and business stability.
- Oversee the front desk, manager and staff.
- Oversee the facility and house staff.
- Responsible for compliance items, inventory management and all human resource paperwork.
- Create and submits purchase orders to business office.
- Approve all contacts consistent with human resource handbook, business needs and paid time off.
- Work with IT and responsible for maintaining operating system.
- Open and close (different shifts) at least one day a week for location visibility and awareness.
- Responsible for business security and HIPAA compliance.
- Responsible for the integrity of the locations financial transactions.
- Communicate any payroll prep to Finance Department.
- On the ground leader for team member handbook integrity.
- Team member source for human resource concerns and questions.
- Oversee the training and onboarding of new hires.
- Drive and prepare department initiatives.
- Coordinate educational assignments for all location team members.



- Location leader for Financial Banking deposits and relationship.
- Location leader for location expenses, itemized on budget.
- Location communicator of financial data to necessary location leaders.
- Monitor preparation of expense reports to Business Office.
- Perform cost-benefit analysis on internal programs.
- Location communicator for actual happenings to Business Office.

REQUIREMENTS

- Bachelor’s degree in business, marketing, management, or related field.
- 3+ years of experience in a sales or customer service role.
- Strong leadership skills and ability to perform a wide range of duties.
- Very organized and detailed.
- Strong executer
- A strong work ethic that includes an adept ability to work independently.
- Superior computer skills that include a proficiency with Microsoft Outlook, Word, and Excel.
- Verifiable experience working in a fast paced environment that has resulted in a can do attitude in all situations.
- Successfully undergo a nationwide background check and drug screen.
- Driver mentality for business success.

EDUCATION/EXPERIENCE

- Bachelor's degree in business administration, management or accounting.
- 1-3 years of business management and/or business operations required.
- Spa, medical aesthetic, hospitality and plastic surgery business experience a plus.
- Experience in customer service preferred.

SKILLS

Public Speaking	Typing (60 wpm)	Ability to execute
Reading Comprehension	Ability to multitask	Time management
Writing Skills	Organized	Deductive reasoning
Communication Skills	Focus	Leadership abilities
People management	Problem solving	Detail oriented

PHYSICAL REQUIREMENTS

This position is indoors and requires sitting and reviewing materials on a computer screen for extended periods of time. This positions requires ability to lift and carry items repetitively, clear vision and hearing and manual dexterity for keyboarding, typing and data entry.

COMPENSATION

\$45,000-\$55,000 depending on experience with bonus potential.



Acknowledgment

This job description should not be considered all-inclusive. It is merely a guide of expected duties. The employee understands that the job description is neither complete nor permanent, and it may be modified at any time. At the request of their supervisor, an associate may be asked to perform additional duties or take on additional responsibilities without notice. I acknowledge receipt of a copy of this job description.

Employee Name (Print)

Employee Signature

Date