OPERATIONS MANAGER

Reporting Relationship
The Operations Administrator reports directly to the Unit Controller.

Responsibilities

People
- Assist employees with day-to-day needs (i.e., uniform/badge replacements, paycheck inquiries, resetting Stratex logins, etc.)
- Help manage service anniversary program and grow retention/engagement programs in unit.
- Ensure your department’s team is set with the operation in mind: hire & recruit for new talent, integrate new team members, supervise assigned personnel, evaluate performance, develop, coach, issue documentation, and manage employee exits.
- Ensure timely posting of Employee of the Month and promotion announcements (i.e., reminding departments to post as necessary)
- Assist in the planning of staff socials/volunteer outings/all-staff meetings
- Actively lead the DZF DICE Chapter with help from the DICE Chapter coach
- Frequent check-ins with staff, including with at least one lap around the Zoo per shift
- Uphold compliance with State and Federal law, including but not limited to paperwork compliance and labor laws (including updated postings of labor law posters) – maintain knowledge through proactive research and utilizing resources at HQ as necessary
- General upkeep of the People office (organization of filing cabinets, maintain copies of all applicable forms, maintain badge supplies, timely filing, locking the filing cabinet/logging off the computer each night)
- Understand and uphold all policies and procedures; initiate policy changes as necessary; maintain in-depth knowledge of the employee manual
- Develop training programs to train, motivate, and mentor employees.
- Remain knowledgeable and on the foresight of and managing in accordance with applicable local, state and federal laws. Communicates and updates to management team at Unit.
- Maintain a clean, safe and organized work environment.
- Uphold and demonstrate a complete understanding of company policies and procedures

Operational Excellence
- Maintain a system for tracking trainings that employees attend (i.e., alcohol training, cashier training, SSAfety training, food safety training, etc.).
- Ensure timely responses to voicemails and emails.
- Uniform management: Complete uniform charges before close of pay period; maintain the organization and inventory of the uniform closet; coordinate winter jacket and rain jacket pre-orders as necessary.
- Schedule and conduct trainings for managers on topics including, but not limited to, sexual harassment (pending future communication from HQ), progressive discipline, and worker’s compensation.
- Completion of miscellaneous paperwork, including direct deposits, license plate tracking, cashier spreadsheet tracking, key request forms, employment verifications, and unemployment claims.
Manage worker’s compensation: file claims as necessary; ensure accurate completion of claims from departmental managers; follow-up with Zurich representatives promptly.

File and maintain Shadow Binder with doctor’s notes; update employee tracking in accordance with HIPPA privacy standards, and communicate restrictions to need-to-know parties.

Send daily departmental hiring updates during peak seasons with the following: candidates in background, candidates who’ve been offered the position, individuals who are coming in for orientation, and any other information you deem necessary/relevant.

Handle employee grievances, communicate to managers accordingly, and understand when to escalate to Unit Controller and Resident Area General Manager.

Payroll oversight: Enter no meal/no break forms on a timely basis; ensure that all new hire times and default job codes are correct; monitor payroll to make sure punches are getting cleaned up on a daily basis; submit payroll to HQ no later than 11am each Monday.

Maintain transparent communication with Management team by ensuring that relevant updates in the most appropriate manner are given (e.g., email communication, verbal communication, department meetings, one-on-one meetings, operations meetings, etc.) including but not limited to hiring updates, employee working restrictions, workers’ compensation and unemployment claims information, and employee grievances.

Assists with scheduling and administrative support to Department Managers as necessary.

Growth

Supports wage range oversight, running audits as necessary to ensure pay equity, paid for position fit and experience. Shares reporting with Unit Controller and Resident Area General Manager for complete management.

Manages unit oversight of HRIS system, looking for efficiencies and processes for implementing time savings for managers and employees.

Ensure timely receiving of mid-year and end-of-year reviews from departmental managers for their supervisors – scan into Stratex accordingly.

Send departmental progressive discipline updates on a weekly basis, including what documentation has not been turned in yet but is still needed.

Responsible for recruitment – job fair management, pursuing/maintaining community partnerships, encouraging employee referrals, and actively thinking of and acting upon new strategies.

Social Responsibility and Culture

Promote an inclusive & supportive approach at the Unit.

Supports unit in being an example for Company & Client guidelines with regard to Sustainability/Conservation efforts. Displays knowledge of efforts in business application as well as giving adequate opportunity for teaching to unit staff as necessary.

Supports SSA / Unit in driving community effort through hiring efforts, engagement activities, and focus on opportunities of giving back.

Perform other tasks as deemed necessary.

Job Requirements

Strong interpersonal and communication skills, including the ability to articulate to our partner, Resident Area General Manager and HQ personnel.
Proven leadership skills with an understanding of the importance of team building/development, while fostering partnerships.

Exceptional problem solving/decision making skills that are combined with the ability to be organized.

Demonstrates financial management, merchandising, analytical, planning and leadership skills.

Demonstrates the ability to remain flexible in a fast-paced environment.

Computer knowledge and skill level for basic office functions.

Physical ability to stand for extended periods and to move and handle boxes (up to 35lbs) as necessary to operation, which entails lifting, and perform all functions as set forth above.

Ability to work varied hours/days, including nights, weekends and holidays, as needed.

**Previous Experience**

- Two to Three years Office Administrator and/or Human Resources experience required.
- ServSafe or Food Handling Certified a plus.
- All education backgrounds accepted, must be 18 years or older.

This is by no means an exhaustive list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with this job description. The People Department reserves the right to revise the job description or to require that other or different tasks are performed when circumstances change (i.e. emergencies, changes in personnel, workload, rush jobs or technological developments).

If you are interested in applying, you may email the address below.

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