

Operations Manager

Reporting To:	Regional Vice President of Operations	Direct Reports:	Project Managers
Approved By:		Approval Signed:	
Grade:		Job Category:	Salary; Exempt

General

The Operations Manager plays a pivotal role in overseeing and optimizing the day-to-day operations of our project teams. This person is responsible for coordinating all aspects of project management, as well as ensuring adherence to timelines, budgets, quality standards, and safety regulations. Accountable for creating client satisfaction through ensuring that all projects are executed in accordance with contract documents and Morganti's high quality standards.

Duties & Responsibilities

Project Management:

- Lead overall construction performance through project managers and project teams.
- Lead, enforce and ensure operational procedures and policies are established and maintained to ensure all project objective are met, including scheduling, budget, and quality control.
- Develop comprehensive project plans, including timelines, resource allocation, and risk management strategies, to facilitate successful project execution.
- Establish, update, and communicate Master Project Schedule and manage its implementation.
- Monitor project progress, identify potential risks or issues, and implement proactive measures to mitigate delays and ensure project milestones are met.

Team Leadership and Collaboration:

- Develop a high-performance team through supervision, training, coaching, and mentoring. Ensure regular feedback is shared with staff including timely completion of employee performance appraisals.
- In conjunction with Human Resources, establish, develop and deliver a comprehensive training program based on project needs and statutory or local regulations.
- Facilitate effective communication and coordination among project stakeholders to ensure alignment of project objectives and priorities.

Client Relationship Management:

- Maintain regular communication and provide updates on project status, progress, and milestones to management team and stakeholders.
- Build and nurture positive relationships with clients, addressing their needs, concerns, and expectations in a proactive and professional manner.
- Identify opportunities to add value and exceed client expectations, fostering long-term partnerships and repeat business opportunities.

Quality Control and Compliance:

- Ensure all construction activities comply with relevant building codes, safety regulations, and quality standards, conducting regular inspections and assessments to uphold project quality and safety.
- Implement quality control measures and best practices to maintain high standards of workmanship and deliver exceptional quality on all projects.
- Address any quality or safety issues promptly, working closely with project teams to implement corrective actions and prevent recurrence.

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Budget Management and Financial Oversight:

- Develop and manage project budgets, track expenses, and forecast financial performance for multiple projects, ensuring alignment with overall company goals and objectives.
- Review project expenditures, change orders, and subcontractor invoices in accordance with established budgetary guidelines.
- Identify opportunities for cost savings and efficiency improvements, optimizing project financial performance while maintaining quality and client satisfaction.

Skills & Qualifications

A bachelor's degree in engineering (or a construction related field) or fifteen years equivalent experience. Prior experience in project planning and scheduling, managing people, and an in-depth working knowledge of building construction is required. Field experience, knowledge of computers and the following software: MS office, Sharefile, and Viewpoint is highly desirable. Must present a positive personal image, be able to work as a team member with strong leadership, administrative and communication skills. Must be knowledgeable of OSHA requirements and strong in construction quality assurance. Must have the ability to manage and control budgets, change orders and requisitions. Must have a history of completing large complex projects on time and within budget in the New York State and New York City market.