

Director of Operations

Position Summary

The Director of Operations will oversee and lead the day-to-day operations of our rapidly growing woman-owned small software business, establishing and driving operational efficiency, ensuring high-quality deliverables, and managing resources effectively. In this position you will be responsible for establishing and running a Project Management Office (PMO) and oversee all operations for the business. We have a strong preference for ex-military personnel, especially those from the US Marines who have served in leadership roles such as master sergeant and/or chief of operations. This role will involve strategic planning, process improvements, staff management, and cross-functional collaboration to achieve business objectives.

Responsibilities

- Plan, direct, and manage operational strategies and objectives to ensure the achievement of the company's goals
- Ensure Key Performance Metrics for all employees are established, monitored and effectively achieved
- Establish project governance, project planning and execution, resource management, project methodology and standards including risk management
- Drive operational efficiency by implementing processes and procedures that promote optimal productivity
- Oversee resource allocation, including staff, finance and budget
- Collaborate cross-functionally with other departments to align operational activities with business goals
- Establish and monitor performance reporting systems and metrics
- Work closely with cross-functional teams, clients, and stakeholders to ensure projects are delivered on time, within budget, and to the highest quality standards
- Ensure that all operations adhere to industry standards and regulations
- Oversee risk management and emergency planning
- Encourage and maintain a high-performance culture across the organization
- Mentor and coach team members, promoting professional development and growth
- Establish and monitor a culture of continuous improvement based on lessons learned and best practices

Qualifications

- At least 10 years of operational experience with a minimum of 5 years in a leadership role, preferably within the software industry
- Prior military service, especially within the US Marines as a master sergeant or chief of operations, is highly preferred

- Strong experience in strategic planning, resource allocation, and operational efficiency
- Exceptional leadership skills, with a demonstrated ability to drive team performance
- Familiarity with industry standards and regulatory compliance
- Strong analytical and problem-solving skills
- Excellent communication and interpersonal skills
- Ability to work in a fast-paced, dynamic environment
- Bachelor's Degree in Business Administration, Operations Management, or a related field

This is an excellent opportunity for an experienced and highly motivated operations leader to join a woman-owned small software business. The successful candidate will have the unique opportunity to shape the future of our company and drive our operational success.

We are an equal opportunity employer. We encourage all qualified applicants to apply and do not discriminate on the basis of race, color, national origin, gender, sexual orientation, age, religion, disability, veteran status, or any other characteristic protected by law. Veterans and those with military backgrounds are especially encouraged to apply.