



## Operations Director – Job Description

**Classification:** Exempt, Full-Time

### Compensation Structure:

- Base salary with **discretionary** increases dependent on metrics / performance
- Job-Level Bonus Potential
  - Bonus based on attainment of mutually agreed upon, annually established position-specific metrics, key performance indicators, milestones, etc.
  - Bonus based on attainment of subjective elements/components.
- Enterprise-Level Bonus Potential (e.g., “Profit Sharing”), if applicable
  - **Discretionary** bonus based on attainment of annually established enterprise-level metrics, key performance indicators, milestones, etc.

**Reports To:** Jerry Aplass, President

**Summary/Objective:** The Civil Engineering Operations Director must have the drive and discipline to monitor, maintain and enforce existing department policies and procedures, as well as develop said procedures as they are required to support new contract project requirements.

**Essential Functions:** The ability to maintain a professional demeanor, particularly in time-critical or resource-challenged scenarios, and maintain confidentiality is a must.

- Proven experience as Director of Operations or equivalent position.
- Excellent organizational and leadership abilities.
- Outstanding communication and people skills.
- Knowledge of industry’s rules and guidelines.
- In-depth knowledge of diverse department functions and principles.
- Working knowledge of data analysis and achieving performance/operation metrics.
- Familiarity with MS Office and various business software.
- Experience in all aspects of the civil design process related to commercial, public, institutional, academic site development.
- Must be able to take design and adequately communicate designs to drafters/designers and produce documents suitable for construction.

**Competency – Knowledge, Skills, and Abilities (KSAs):** Competencies needed to successfully perform the duties and tasks of the job include the following:

- Interface with department heads and all other assigned employees within the Engineering, Drafting, and Survey Departments.
- Enhance capabilities and strengthen the performance of assigned employees while enforcing company policies and Engineering departmental processes.
- Accountable for achieving group performance objectives and reporting their status to the President.
- Develop executable engineering processes and others driving accountability using metrics within the Engineering Department.
- Attend and lead "as required" meetings to generate resolution of issues on specific projects.
- Resource Management as related to Engineering commitments:
  - Standard process updates and reviews
  - Process enhancements and improvements
  - Productivity improvements
  - Provide commitment to and execute work to estimated budget and duration.
- Establish resource requirements, assist Human Resources (HR) in filling the requirements, and manage as needed to support acquired projects and to support emergent business opportunities (new projects).
- Liaise with President to make decisions for operational activities and set strategic goals.
- Plan and monitor the day-to-day running of the Engineering Department to ensure smooth progress.
- Supervise staff and provide constructive feedback.
- Regularly evaluate the efficiency of engineering activities and procedures according to organizational objectives and apply improvements.
- Manage internal department procurement processes and coordinate material and resources allocation.
- Successful candidate should also feel comfortable leading design efforts and working with younger engineers.
- Oversee outsourced work support processes and organize them to enhance engineering task efficiency.



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- Review resources budget information and adjusts operational goals to promote efficiency.
- Revise and/or formulate policies and promote their implementation.
- Manage relationships/agreements with external partners/vendors/outsourced resources.
- Evaluate overall performance by gathering, analyzing, and interpreting data and metrics.
- Ensure that the department runs with legality and conformity to established regulations.
- Other duties as assigned/required.
- Directly supervises 2-4 department heads and indirectly up to 10-20 employees, depending on assigned resources and workload.
- Carries out supervisory responsibilities in accordance with the Company's policies, procedures, and applicable laws.
- Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- **Communication (Verbal, Written):** *Verbal and written communication skills that support effective listening in small-group and one-on-one speaking/conversations and the transfer of information, ideas, solutions, etc.*
  - Work closely with the President to understand project scope and assigned tasks. Ask enough questions to fully understand how the assigned tasks relate to the overall project so that each task is approached and completed with the overall project goal(s) in mind.
  - Give regular updates to keep the Project Managers informed of project status and of any critical issues that will or may impact scope, schedule, budget, or quality.
- **Problem-Solving:** *Identify, research, and analyze problems, develop possible solution pathways, and prioritize appropriate courses of action.*
  - With a full understanding of project scope, goal(s) and assigned tasks; identify and effectively communicate in a timely manner long-lead and critical-path tasks/steps/items to the Project Manager and suggest services or solutions to address those issues/concerns. Secure confirmation and direction from the President prior to proceeding with the suggested solutions or services.



- **Time Management:** *Set goals, plan-ahead, prioritize/organize, schedule, and employ technology (as needed/available) to ensure the productive and efficient use of one's time.*
  - Ensure the timely coordination and resolution of any identified project issues by keeping track of the submittal information, following-up with Project Managers for response timeframes, and timely reviewing of project with the Project Manager.
- **Understand Applicable Software Applications/Tools and Obtain/Manage Technical Information and Data:** *Knowledge and ability to use computer and software applications such as AutoCAD, Microsoft Word, Microsoft Excel, Microsoft Outlook, Bluebeam.*
  - Work closely with Project Managers, Engineers, and Designers to obtain project information such as easement locations and the most current line work.
  - With project information gathered and understood, determine/identify any project hurdles through a review of the conditions of approval and the identification of easements dedications, fees, and other project requirements necessary for project approval.
- **Organization/Prioritization:** *Skill and ability to create structure and order to increase productivity, efficiency, and quality.*
  - Understand client expectations and complete each task in the most economical, efficient manner possible by collaborating with the Project Manager to understand the overall project and specific task budget and time constraints.
  - Identify, understand, and prioritize all necessary steps to complete each task and identify the approach to be taken prior to initiating the task.
- **Attention to Detail:** *Efficiently allocate effort to achieve consistent thoroughness and accuracy for all tasks to enhance productivity, efficiency, and performance (e.g., reduce/eliminate rework, etc.) and maximize quality and client satisfaction.*
  - Deliverables must meet industry standards, BCG standards, agency standards, and the client's intent and expectations.
- **Critical Thinking:** Employ a disciplined process to conceptualize, apply, analyze, synthesize, and evaluate information gathered from, or generated by observation, experience, reflection, reasoning, or communication as a guide to action.
- **Numerical/Calculations:** Undertake, interpret, and communicate survey and mapping measurements, calculations, and data analyses; understand relationship between numbers/data.
- **Teamwork/Collaboration:** Productively and efficiently work with employees within the organization and other project stakeholders (clients, subconsultants, contractors, etc.) outside the organization to achieve a common goal.



- **Adaptability:** Ability to be flexible, persistent, curious, and resourceful to change “on the fly” to changing project conditions, schedules, priorities, and needs.



**Supervisory Responsibilities:** Yes.

**Work Environment:** Office, outdoor, field, construction sites, and weather variability.

**Physical Demands:** Sitting, standing, bending, lifting (<40 pounds), driving, etc.

**Expected Hours of Work:** 40 hours/week, 8am-5pm, M-F, with occasional overtime, weekends as required/needed, etc.

**Travel:** Travel primarily within the metropolitan Sacramento, CA Area, and northern California, and occasionally to other in-state or out-of-state locations based on client and/or project needs. Travel may be by vehicle (driver or passenger), taxi/rideshare, bus, train, or plane and may require overnight accommodations.

**Required Education and Experience:** Education/Experience: Minimum of a Bachelor's degree in Civil Engineering with valid, current Professional Engineer license in the State of California, plus a minimum of 10+ years related experience and 5+ years of leadership experience with groups of up to 15 people.

Additional characteristics will include strong time management, complex problem solving, and dispute resolution skills as well as professional, written/oral communication and Microsoft Office computer skills.

**Preferred Education and Experience:** P.E. Required

**Other Duties/Disclaimer:** This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required for this position. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.

**Affirmative Action / Equal Employment Opportunity (AAP/EEO) Statement:**

Burrell Consulting Group, Inc. (BCG) is committed to the concept and practice of equal employment opportunity in hiring, employment, and promotional decisions. BCG seeks to employ and advance the best qualified applicant or employee without regard to sex (including pregnancy, childbirth, and related conditions), race, color, ancestry, religious creed, national origin, disability – physical and mental, medical condition, age, marital status, military or veteran status, sexual orientation, gender identity, gender expression, genetic characteristic, or membership in any other legally recognized or protected category.

**Annual Salary Range: \$150,000 - \$175,000\***

\*Salary Range is based upon level of education, years of experience, proficiency, and depth of knowledge in the industry.

