



TITLE: Operational Excellence Manager
REPORTS TO: Property Management Director
JOB STATUS: Full Time, Exempt (Salary)
SALARY GRADE: 9
SALARY RANGE: \$85,886-\$114,515-\$143,143 **Work Location: Rochester, NY**

POSITION SUMMARY

The Operational Excellence Manager Oversees and optimizes key operational projects within the organization. This role requires a strategic thinker who can design, implement, and refine processes to enhance efficiency, productivity, and overall business performance. Works closely with cross functional teams, including project management, construction, development, and accounting to drive continuous improvement.

ESSENTIAL FUNCTIONS

- Lead the design, testing and implementation of standardized operating procedures (SOP) for project management.
- Ensure the SOP encompasses all aspects of project management including quotes, deadlines, orders, vendors, contract management and performance tracking.
- Provide training and support to site teams for the successful adoption and utilization of new SOP's.
- Collaborate with inventory management and accounting teams to integrate a system that connects inventory management with existing accounting procedures.
- Develop and implement a standard process for managing the quality control of units delivered.
- Introduce assistive technologies and establish a tracking system to monitor and manage delivery performance.
- Oversee the collection, organization, and analysis of property management data.
- Ensure data accuracy, integrity, and security.
- Develop and maintain BI dashboards, reports, and analytics tools to support various business functions.
- Provide training and support to ensure adherence to quality standards.
- Develop and implement a system and training program to reduce the impact of objections on lead conversion.
- Monitor and evaluate the effectiveness of implemented processes and systems.
- Identify opportunities for process improvements and lead initiatives to enhance operational efficiency and effectiveness.
- Provide regular reports and updates to senior management on the progress and impact of process improvement projects.
- Collaborate with managers to design corporate and construction related procedures.
- Fosters a culture of continuous improvement.
- Lead and mentor the Property Management Administrator.

OTHER RESPONSIBILITIES

- Stay updated with the latest BI technologies and industry trends.
- Other responsibilities as required.

KNOWLEDGE AND EXPERIENCE

- Bachelor's degree in Business Administration, Operations Management, Data Science or related field.
- Minimum 5 years experience in business process management, project management, or operations management.
- Proficiency in BI tools (Tableau, Power BI, Advanced Excel) required.
- Experience in the Property Management industry preferred.
- Experience with training and change management is a plus.

SKILLS AND ABILITIES

- Proficiency in BI tools (Tableau, Power BI, Advanced Excel) required.
- Excellent analytical and problem-solving skills.
- Effective communication and presentation skills.
- Ability to work collaboratively across departments.
- Clean drivers' license and ability to occasionally travel.
- Strong analytical and problem-solving skills.
- Proficiency in using project management and process improvement tools, such as AppFolio or similar software.
- Effective communication and interpersonal skills.
- Ability to work collaboratively with cross-functional teams and manage multiple projects simultaneously.
- Detail-oriented and organized.
- Proactive and results-driven.
- Strong leadership and team-building skills.
- Clean drivers' license and ability to occasionally travel.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand, walk, and sit. The employee must occasionally lift and/or move up to 20 pounds. Employee must be able to drive by car.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position spends most of the time working sitting or standing at a desk using computers and on occasion spends extended periods away from the desk to visit property locations. This position involves speaking and listening. The position requires being to drive to and maneuver around property locations.