



Job Description

Job Title: Operations Manager

Department: Operations

Reports To: Director of Operations & Employee Engagement

FLSA Status: Non-Exempt

Prepared Date: September 2025

Summary: Oversee operational functions related to company facilities, vehicles, assets, and information technology. Provide support to the Director of Operations & Employee Engagement and assist the department as needed.

Essential Duties and Responsibilities:

- Protect the organization's value by safeguarding company data and confidential information.
- Safeguard company property and assets, including the building, vehicles, and equipment.
- Demonstrate a high level of customer service and responsiveness; flexibility and accessibility are essential.

Operations:

- Be a point of contact for security system calls and coordinate with the Director of Operations regarding law enforcement or emergency response needs.
- Maintain building and vehicle operations and maintenance to minimize unexpected expenses and stay within budget.
- Coordinate communication, scheduling, and oversight of third-party contractors (e.g., plumbing, HVAC, cleaning) under the direction of the Director of Operations.
- Perform basic building maintenance (e.g., light bulb and air filter replacement, paint touch-ups, fire extinguisher checks) and keep a running list of repair and maintenance needs.
- Oversee the upkeep and functionality of equipment managed by Visit Knoxville (e.g., copiers, appliances, brochure stands, TVs).
- Maintain stock levels of office supplies and coordinate orders as needed.
- Assist the Director of Operations in maintaining an accurate inventory of building and furniture assets, including identification markers.
- Address emergency facility needs in a timely manner.
- Assist with the receipt and delivery of shipments/equipment (e.g. visitor guides, boxes, event items, soft drinks, trade show booths, etc.), as needed.
- Coordinate facility recycling efforts.
- Assist with organizational and company event production as needed.

Information Technology:

- Provide basic end-user technical support and assistance (e.g., printer setup, workstation troubleshooting).
- Assist with installation, setup, deployment, and tracking of onsite and offsite hardware (e.g., desktop computers, printers, smartphones, firewalls).
- Assist the Director of Operations in maintaining accurate IT and equipment inventory, including identification markers, and provide updates as needed.
- Provide onsite support for third-party IT contractors.

Perform other duties as assigned by the Director of Operations, Senior Director of Finance & Administration, or President.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience - Associate's degree; or two to four years related experience and/or training; or equivalent combination of education and experience.

Computer Skills - To perform this job successfully, an individual should have knowledge of Inventory software, Spreadsheet software and Word Processing software.

Language Skills - Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills - Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percentage and to draw and interpret bar graphs.

Reasoning Ability - Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

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 use hands; reach with hands and arms and talk or hear. The employee is frequently required to walk. The employee is occasionally required to stand; sit; climb or balance.

The employee must regularly lift and /or move up to 20 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and color vision.

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. The noise level in the work environment is usually moderate.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals.; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.