

Job Title	Business Operations Manager
Description	<p>We are looking for a Business Operations Manager to monitor our organization's functions and build processes that meet our business needs.</p> <p>Business Operations Manager responsibilities include monitoring performance, tracking results, recommending improvements, and providing support to staff and senior management. To be a successful Business Operations Manager, you should demonstrate great leadership skills and be able to communicate the vision of the company across all levels. Ultimately, you will ensure that all business functions are in line with our vision and goals.</p>
Minimum Qualifications	<ul style="list-style-type: none"> • A bachelor's or advanced degrees • Excellent interpersonal skills • Ability to establish and cultivate strong work relationships • Well organized and detail oriented • Proven leadership skills • Ability to work in ambiguous situations • Desire to work in a collaborative and fast-paced environment
Responsibilities	<ul style="list-style-type: none"> • Monitors daily operations and addresses potential issues when they arise. • Builds processes that meet our business goals and objectives and ensures compliance. • Works with the CFO to monitor financial data and recommend solutions that will improve profitability. • Manages the recruiting efforts including scheduling and coordination. • Manages the onboarding process for new employees including orientation and training for new employees. • Responsible for termination administrative processes for departing employees. • Manages the performance review process including scheduling. • Completes requests for employment verifications. • Manages and coordinates logistics for semi-annual all-staff training and other firm-level in-person meetings. • Manages conference and training logistics, attendance, and requests. • Updates website bios and photographs, as needed. • Manages spam accounts of all firm general email addresses.

	<ul style="list-style-type: none">• Responsible for answering and distribution of incoming calls from third-party answering service.• Manages the employee expense reimbursement process including review and approval.• Assists with employee benefits administration.• Manages benefit renewals and updates for staff.• Manages professional and liability insurance renewals and interactions with third party broker.• Manages professional and liability insurance requirements for all company projects and ensures distribution of insurance certificates, on an annual basis and as needed.• Responsible for collection and organization of staff forecast utilization information on a monthly basis.• Responsible for timesheet review and correction on a semi-monthly basis, including review of third-party data (Zoho).• Responsible for accounts payable data entry, database updates, and database review (as needed).• Manages vendor relationships, including landlords and service oriented vendors.• Responsible for subcontractor invoicing and insurance certification receipt.• Purchases branded materials including business cards.• Coordinates and schedules Firm Knowledge Shares and other firm wide calls.• Completes special projects by organizing and coordinating information and requirements; planning, arranging, meeting schedules, and monitoring results.• Assists staff with administrative queries or requests.• Performs administrative or data entry duties for executive management (COO, CFO, CIO, and PPO) as needed. <p>Responsibilities may include:</p> <ul style="list-style-type: none">○ Making travel and meeting arrangements○ Preparing reports and financial data○ Research○ Project Control○ Event Coordination○ Scheduling meetings
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Reports to	<ul style="list-style-type: none">• Chief Operating Officer• Job could change based on skills, interest, and needs.
Candidate preferred location	Phoenix, Boise, Cheyenne metro area
Benefits	Benefits include salary, retirement plan, health and disability benefits, flexible work hours, and a generous vacation program.
Applying	Think you've got what it takes? Apply on-line at pubknow.com/careers .