

## Job Posting

### Operations Manager

Missouri General Insurance Agency is seeking qualified candidates to maintain smooth agency operations. Candidate will function as crisis manager for all day to day issues related to operations.

#### Reports to the Vice President of Operations

#### Responsibilities and Duties

**Operations** - work with management and staff to ensure the overall functions of the day to day office operations of the agency. Will work closely with VP of Operations. Will work to streamline agency operations. Will complete special projects as assigned.

**Facilities Management** - Oversee all service/vendor contracts and serve as primary contact. Manage all building and IT vendors. Must be available during non-business hours in case of operational emergency.

**IT Management** - Along with agency contracted vendors (IT, Security, Communication), oversees the following:

- ~ Agency management system security and logins
- ~ Manages and performs support from agency management support requests
- ~ Supervises network security
- ~ Trains/educates staff in Cyber Awareness Best Practices
- ~ Trains staff on and maintains office equipment (copiers, phones, etc.)
- ~ Administers building security system (key cards and cameras)
- ~ Administers all areas of email system
- ~ Manages agency website

**HR Functions** - Will work with VP of Operations to develop and enforce appropriate office policies and procedures including the following:

- ~ Manages and performs employee appraisals for front office personnel
- ~ Will assist with onboarding/off-boarding employees, benefits administration and record keeping.

**Accounting Functions** - Will work with VP of Operations to prepare and execute operational budget. Must be budget conscious and mindful of overall agency expenditure.

#### Qualifications and Skills

The ideal candidate will possess the following:

- ~ Strong leadership, organizational and administrative skills
- ~ Must be able to work in an extremely fast paced environment and make swift yet thoughtful decisions
- ~ Ability to work as a creative problem solver

- ~ Good people skills and be a team player
- ~ Effective communication skills
- ~ Must have better than average understanding of IT and be able to quickly problem solve
- ~ Must be comfortable with changing technology and be able to effectively learn and teach
- ~ Must be able to assist with Social Media presence
- ~ Must be proficient in Microsoft Office
- ~ Strong initiative
- ~ Can work independently without supervision

### **Personal Qualifications**

- ~ Bachelor's Degree (or equivalent experience)
- ~ 3 Years prior office management (or 5 years operations assistant)
- ~ Prior insurance agency administrative experience is a plus

### **Benefits**

- ~ Medical Insurance
- ~ 401(k)
- ~ Paid vacation and personal time
- ~ Career continuing education provided

Missouri General provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Missouri General complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Missouri General expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of Missouri General's employees to perform their job duties may result in discipline up to and including discharge.