



Our Mission: Build Buckingham Properties one customer at a time by consistently providing quality services on a cost-effective basis. Our team members will be experienced, ethical, qualified, effective, and efficient in all phases of service. Our team will embrace technology, foster leadership skills, and use clear communications to achieve our growth.

Title: Business Operations Manager
Department: Administration
Reports to: President
Status: Full-Time, Salary-Exempt
Revised: April 2023

General Description

The Business Operations Manager is a dynamic, organized, collaborative individual with responsibility for hands on project management as well day to day oversight of the administrative support team including Human Resources, Office Management, and Service Delivery. An Ideal candidate will have strong relationship management, communication, project management and business analysis skills.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Responsible for daily oversight of business operations functions including HR, Parking, Office Management, and IT.
- Interact with all other departments and Senior Management to provide administrative support as needed.
- Provide high level support to HR, including recruitment, retention and employee relations.
- Oversee all administrative projects and lead administrative team from project definition to completion to ensure all execution efforts align with goals.
- Recommend corrective actions if the project is not meeting milestone, budget, and scheduled targets.
- Escalate any prioritization needs/decisions as needed.
- Conduct periodic stakeholder meetings to ensure status clarity and clear expectations.
- Tracking & Reporting - Manage consistent metrics for measuring and reporting for all projects within the administrative team.

Minimum Qualifications

- Bachelor's degree or equivalent experience is desired.
- 5+ years in Business Administration, Human Resources, or Project Management is ideal.
- Detail-oriented, willing to work in a team atmosphere, enjoy a fast-paced work environment, and be comfortable receiving direction from multiple individuals.
- Excellent written communication and presentation skills, experience with presenting to executive leadership
- A structured thinker with superior problem-solving skills
- Results-oriented with strong project management skills
- Strong computer skills (Outlook, Word, Excel, PowerPoint. Power BI & MS Access a plus)
- Can successfully organize, direct, and manage people.

Knowledge, Skills, and Abilities

- Working knowledge of employment and labor laws.
- Ability to manage payroll processes independently.
- Proficiency with the Microsoft Office Suite
- Ability to prioritize and shift priorities on demand
- Ability to be impartial

- Problem Solving Skills
- Analytical Skills
- Attention to detail

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. Must be able to lift 15 pounds and sit for long periods of time.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is frequently required to use hands to handle or feel items such as documents. The team member is occasionally required to stand; walk and reach with hands and arms. Specific vision abilities required by this job include close vision, color vision and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those a team member 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 to light noise.

Note: The above description is illustrative of tasks and responsibilities. It is not meant to be all inclusive. Employees will follow other instructions and perform other related duties as required.