

Director of Operations Job Description
Mind Matters Hypnosis
11 January 2023

Duties:

- Supervise customer support functions and team members.

- Reinforce the mission and goals with our team so that we make certain that we are moving toward the team's vision.

- Client acquisition.

- Work with the team to reinforce the company's tenets so that they are used in decision-making in all departments.

- Define each team members' role and be sure each member is following company processes and systems.

- Oversee all technical systems and advise when necessary.

- Supervise all employees and contractors and ensure maximum performance for our team.

- Decide on which tools and systems will be used for each of our projects.

- Anticipate, identify, prevent, and resolve conflicts as they arise.

- Identify when new team members are needed, support the hiring process, and conduct the firing process.

- Support the team-member schedule.

- Support the team in executing their vision and growing the business.

- Manage the creation, implementation, and support for all HR policies, processes, and documentation.

- Work with each team member to create and document all company processes/systems to be used as a resource for future hires.

- Play a significant role in long-term planning.

Expectations:

You will be responsible for providing a wide range of administrative, customer service and operations support to the company including answering phone lines, scheduling/managing calendar, making/confirming meeting arrangements, client acquisition, and serving as the first point of contact for inquiries for the owner. Must be resourceful, an independent thinker, and self-sufficient as well as self-motivated, kind and very detail oriented. **We are looking for someone with fantastic people skills!**

Minimum Qualifications:

- Past sales experience is a must.
- High-level communication skills.
- Emotionally self-regulated for the team, even during times of pressure and stress.
- Able to consistently understand the intent and vision of the team.
- Work as a sounding board for the team.
- Ability to set goals and develop achievable timelines to hit them.
- Highly developed self-awareness and leadership skills
- Ability to assess company based on data.
- You will work to decrease the pressure for the CEO and be her barrier.
- 4+ years of operations manager or director experience.
- Excellent organizational skills and ability to prioritize workload of self and others.
- Demonstrated strong business judgment and decision-making skills.
- Strong manager of teams.
- Strong analytical skills, attention to detail with an emphasis on accuracy.
- Knowledge of project management principles and practices.
- Ability to prioritize multiple projects under pressure.

Position is 100% remote. Working hours are 9a-5p (Eastern) Monday-Friday.

Please email your application to Info@MindMattersHypnosis.com