



Operations Manager Job Description

Job Title: Operations Manager
Department: Production
Reports To: Curtis Pilon (Owner)

We're Spectrum Information Services, converting paper files to digital data, accurately, on-time and conveniently. We are a premier provider of records management solutions servicing the mortgage, healthcare and financial industries. Because of our strategic alliances and business growth we have an opening for an Operations Manager.

Description:

Directs and manages the daily operations of the document imaging services staff involved in one or more of the typical responsibilities associated with the functions of document filming, document indexing and scanning. Reviews all filming and scanning jobs within designated span of control. Reviews and resolves issues affecting Company compliance, legal requirements, and customer/Company objectives. Provides interpretation of data and advice to management.

Responsibilities include, selecting, training, developing, and disciplining staff members. This position requires comprehensive technical, communication, and management skills and extensive experience in production concepts and practices. You will be the primary contact for problem resolution and information gathering regarding daily work assignments. You will be responsible for understanding and applying Company policies and procedures to difficult and varying operations assignments. Tasks are of an advanced, non-routine nature. Works under limited supervision and has functional responsibility for the local operations in addition to overflow and project assignments. Attention to detail is critical because processing errors cause substantial delay, expense, and/or disruption.

REPRESENTATIVE PRINCIPAL DUTIES AND RESPONSIBILITIES:

Directs and manages the daily operations of one or more specialized functional areas within the document management area including processing, document preparation including, receipt, indexing scanning and storing, QC and mailing/packaging functions.

Actively participates in the hiring, developing, and reviewing of employee performance.

Analyzes workflow and assignments to ensure operations run efficiently.

Assists and advises staff members in resolving problems and issues that arise with internal and external customers.

Directs and manages vendor relationships including contacts with suppliers and subcontractors as required.

Completes special projects as assigned.

Maintains current knowledge base in field of expertise by staying abreast of applicable industry/discipline developments.

Requirements

Education and Typical Years of Experience:

High school diploma plus specialized professional training, or equivalent experience; Bachelor's degree preferred but not required. 5+ years progressively responsible experience in technical/professional services environment, demonstrating familiarity with a comprehensive range of administrative service assignments; production, print operations and/or overall media services experience preferred but not required. Minimum of 4 years of experience in successful task lead or supervisory role.

Special Requirements:

1. Experience with MS Access/MS SQL Server
2. Familiarity/expertise with Windows OS's. Including basic troubleshooting.
3. Some hardware knowledge.
4. Basic networking skills.
5. Understanding of Document Scanning process
6. Experience using Kofax Ascent Capture
7. Experience with Bell and Howell Scanners