

WH SECURITY

JOB DESCRIPTION

JOB TITLE:	WH Security Operations Manager		
FLSA STATUS:	Non-Exempt	GRADE:	9
DIVISION:	WH Security	LOCATION:	Rockford, MN
REPORTS TO:	WH Security Business Manager		
SUPERVISES:	Lead, Inside and Outside Technicians		
DATE EFFECTIVE:	08/2019	REVISION:	07/2017

GENERAL SUMMARY

The WH Security Operations Manager is primarily responsible for supervising the activity of the WH Security installation and service department to ensure integrity, timeliness, quality, safety, performance, and member/customer satisfaction.

The person holding this position must provide the cooperative and department with superior leadership, attain the training, knowledge, and skills to perform the job duties assigned and assure the membership is provided with reliable products and service at competitive prices. Exceptional organizational skills, attention to detail, accuracy and timeliness are also requirements.

Must be development and coaching-focused; have the ability to lead teams and projects; be people-oriented and approachable; possess conflict resolution skills and ability to motivate others; and have skills in strategic thinking and vision.

KEY RESPONSIBILITIES & FUNCTIONS

FOCUS %	RESPONSIBILITIES/FUNCTIONS:
30%	<p>Supervision:</p> <ul style="list-style-type: none"> • Supervise, guide, and lead the collective efforts of the WH Security inside and outside technicians, and administrative staff to provide a productive department, which provides efficient process flows and accurate and timely installation, service and administrative support. • Responsible for ensuring that WH Security personnel under their supervision are productive and well-trained for assigned duties. • Maintain up-to-date position descriptions. • Conduct annual position/performance reviews.
60%	<p>Installation and Service:</p> <ul style="list-style-type: none"> • Coordinate all installation and service processes including monitoring consistency by instructing and setting guidelines. • Ensures fast, cost-effective and quality installation, service and aftercare of the products and services we provide • Oversee product inventory and procedures, with the goal of ensuring low inventory discrepancies as well as low inventory levels.

	<ul style="list-style-type: none"> • Coordinate purchasing of materials and bidding when appropriate. • Maintains relationships with and inspects the work of contractors. • Stay abreast of industry standards, practices and code requirements. Coordinate and implement changes when necessary. • Coordinate and manage license requirement training for all field staff. • Train service and installation technicians and monitor each • Ensure after-hours trouble calls are attended to in a timely fashion • Assist with customer issues or complaints • Maintain knowledge of all industry trends and changes • Ensure compliance with all safety rules and regulations
5%	<p>Organizational Communication and Values:</p> <ul style="list-style-type: none"> • Through ongoing communication, stress WH's core values and keep the division informed in a timely manner regarding all cooperative and department news, initiatives, updates, etc.
5%	<p>Employee direction:</p> <ul style="list-style-type: none"> • Under the direction of management, set and communicate goals for the department in support of WH's mission, core principals, and annual goals and track progress, • Provide regular employee feedback and evaluate performance via the performance appraisal process, • Support employees with career development plans utilizing the job description and other tools, • Coordinate technical employee training based on identified needs of technical and leadership skills, • Facilitate conflict resolution between the employees, other WH and WH Holding departments, • Act as expert and mentor to department employees encouraging knowledge-transfer among employees, • Promote a team focus, encourage knowledge-sharing, business improvements, cross-functional business processes, and continuous improvement efforts. Foster a positive work environment and administer WH's policies, and • Ensure compliance with safety policies and procedures, report and investigate accidents, maintain safety awareness, and promote all aspects of WH's safety program.

JOB SPECIFIC CRITERIA

Member / Customer Service

- Displays courtesy and sensitivity
- Manages difficult or emotional situations
- Meets commitments
- Responds quickly to member / customer needs

Dependability

- Responds to requests for service and assistance
- Follows instructions, responds to management direction

- Takes responsibility for own actions
- Commits to doing the best job possible
- Keeps commitments
- Meets attendance and punctuality guidelines

Leadership

- Exhibits confidence in self and others
- Inspires respect and trust
- Reacts well under pressure
- Shows courage to take action
- Motivates others to perform well

Planning and Organization

- Prioritizes and plans work activities
- Uses time efficiently
- Plans for additional resources
- Integrates changes smoothly
- Works in an organized manner

EDUCATION & EXPERIENCE: Minimum of 5-years security installation related experience. PLT license and valid driver's license required.

KNOWLEDGE, SKILLS, & ABILITIES:

- Detailed knowledge of security system installation operations.
- Skill and ability to use computers and related software for maintaining spreadsheets, word processing, reporting, presentations, and e-mail.
- Ability to adapt to rapidly changing business circumstances and thrive in an environment of continuous change and ambiguity.
- Ability to build and maintain effective work relationships, both internal and external, and establish credibility.
- Ability to plan, organize, and prioritize time/workload to accomplish tasks and meet deadlines.
- Ability to coordinate assignments and handle multiple complex tasks concurrently.
- Ability to self-motivate, working independently and as part of a team.
- Ability to reduce complex issues into clear and concise language.
- Ability and skills in interpersonal relations, problem solving, decision making and presentations.
- Ability to set a vision and influence others to support common goals..

WORKING CONDITIONS

Requires working inside in a controlled environment and outside in varying weather conditions.
Requires sitting for extended periods of time. Requires traveling (driving) at times with short notice.
Requires hearing within normal range. Requires vision within normal range.