

Position Title: Operations Coordinator
Division: Security
Employment Type/Status: Full Time, exempt
Reports to: Chief Operating Officer



The Operations Coordinator is responsible for organizing, coordinating, and providing day-to-day implementation of all business operational functions of the Security Division. This position monitors, controls, and manages business operations to meet customer expectations and company goals.

Responsibilities:

- Liaison between customer and management to ensure smooth operations delivery.
- Build and maintain strong customer and vendor relationships.
- Assist in resolving customer concerns or issues in all operational areas.
- Perform a variety of administrative tasks, to include but not limited to data entry, scheduling, answering phones, managing office inventory, invoicing, dispatching, daily reports, etc.
- Prepare and submit routing for service technicians.
- Identify problems in operations process and resolve them quickly and in a timely manner.
- Work with vendors to make purchases and reconcile invoices.
- Issue Purchase Orders and Subcontracts to vendors as needed.
- Assist in satisfying all contractual needs (W-9s, COIs, Lien Waivers, etc.).
- Follow standard operating procedures for efficient business operations.
- Maintain clear and accurate operator document/procedures for reference purposes.
- Coordinate project tasks to ensure project delivery within allotted budget and timelines.
- Ensure compliance with company standards and procedures.
- Maintain budget, and invoicing of all security contracts (including accounts payable/receivables).
- Track technicians' certifications and training.
- Work closely with the Controller regarding account tracking reports.
- Ensure compliance with company standards and procedures.
- Perform additional duties as determined by the Company.

Requirements:

- Bachelor's Degree preferred (but not required).
- Three (3) to Five (5) years' relevant work experience required.
- Must hold a current DCJS registration or the ability to obtain one.
- Proven record of honesty and integrity in all relationships.
- Demonstrated ability to work collaboratively with others.
- Proficiency with Microsoft Office (Word, Excel, and Outlook).
- Excellent communication and time management skills.
- Must be legally entitled to work in the United States.
- May be required to provide a OMV record (depending upon contract).
- May be required to obtain a security clearance (depending upon contract).

PHYSICAL REQUIREMENTS:

ACTIVITY	NOT APPLICABLE	OCCASSIONALLY	FREQUENTLY	CONSTANTLY
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Standing		√		
Walking		√		
Sitting				√
Reaching		√		
Crawling	√			
Climbing	√			
Bending		√		
Kneeling / Squatting		√		
Pushing / Pulling		√		
*Lifting		√		

*May be required to lift items up to 25 pounds.

ENVIRONMENTAL CONDITIONS:

Over 75% of the time is spent working inside an environmentally controlled office, of which noise level is usually quiet to moderate. However, some outside work, including vehicle and/or air travel may be common.

Axis Global Enterprise (AGE) is an Equal Opportunity Employer. In order to provide equal employment and advancement opportunities to all individuals, employment decisions at AGE will be based on merit, qualifications, and abilities. AGE does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity, veteran status or genetics. Please Note: Requirements, skills, and abilities described above are representative of those that must be met by an employee to successfully perform the essential functions of this position with or without reasonable accommodation. In no instance, however, should the duties, responsibilities, and requirements be interpreted as all-inclusive.

I have read and understand the above job description.

Employee's Signature

Date