

## **Job Description: Senior Operational Manager**

**Organization:** Southern Regional Council of Carpenters

**Location:** Metairie, Louisiana

**Compensation:** \$80,000 - \$100,000 (depending on experience)

**Benefits:** Comprehensive Benefit Package

### **About the Role:**

The Carpenters' Union is seeking a highly skilled and experienced Senior Operational Manager to join our Regional Council in Metairie, Louisiana. The ideal candidate will have a proven track record of evaluating and analyzing various departments and functions and implementing processes and workflows to enhance efficiency, ensuring alignment with the Council's mission, supporting the strategic vision of our leadership. This role is critical in driving performance and accountability through Key Performance Indicators (KPIs).

### **Key Responsibilities:**

- Develop, maintain, and improve performance dashboards that communicate complex enterprise data insights in an accessible way
- Develop and implement processes and workflows to enhance operational efficiency and consistency.
- Develop and monitor KPIs to measure performance and accountability.
- Consult with departments to define key performance indicators and develop performance-tracking mechanisms
- Support department managers, by coordinating cross-departmental communication, initiatives and monitor progress.
- Evaluate and analyze departments and functions to identify areas for improvement.
- Research, analyze, best practices in business process improvement and performance management and lead process improvement initiatives to improve workflows and enhance operational efficiencies
- Manage assigned improvement projects, including stakeholder engagement, data collection, and project execution
- Collaborate with senior leadership to align operational strategies with business objectives.
- Create, and mentor a team of Business Analysts/Project Managers to assist department leadership evaluate KPIs.
- Ensure compliance with organizational goals, standards and policies.

### **Qualifications:**

- Bachelor's degree in business or organizational management.
- Minimum of seven years of experience in organizational leadership.
- PfMP preferred, minimum of PMP or Six Sigma certification required.
- Proven record of enhancing efficiency through process and workflow implementation.
- Strong analytical skills with the ability to evaluate organizational / departmental performance.
- Knowledge and ability to develop effective strategies that motivate and guide staff within our organization to achieve optimum results.
- Excellent leadership and team management skills.
- Strong communication and interpersonal skills.
- Ability to travel

**Benefits:**

- Comprehensive family health insurance (medical, dental, vision).
- Retirement benefits include Defined Benefit and Contribution Plans.
- Paid Time Off / Vacation Benefits.

**How to Apply:**

Interested candidates are invited to submit their resume and cover letter detailing their qualifications and experience to [Gene.Price@Carpenters.org](mailto:Gene.Price@Carpenters.org)

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