

## **EXECUTIVE MANAGER**

The Executive Manager oversees DK Global's daily business activities. They are responsible for managing our resources, developing and implementing an operational plan, and ensuring that departmental procedures are carried out properly. Additionally, the Executive Manager regularly evaluates organizational efficiency and makes necessary changes to maximize staff productivity. The Executive Manager assesses the needs of DK Global and finds ways to contribute to the big picture by ensuring daily operations run as smoothly and as efficiently as possible.

### **JOB DESCRIPTION:**

DK Global is seeking an experienced and visionary Executive Manager to increase efficiency and optimize our company's operating capabilities. You will accomplish this by implementing and enforcing company procedures and processes to take our organization's operations to the next level. You will employ strategies to ensure a superb experience for our clients. You will assist in compiling the company's budget, and employ strategies to safeguard assets and stock. One of your primary goals will be to improve employee performance and satisfaction to benefit our organization. You must be an excellent communicator and analyzer, capable of effective collaboration and delegation. You will analyze data and metrics to evaluate staff performance, lead, and encourage employees to maximize performance. You will collaborate with upper management to implement business strategies as well as create and implement succession plans for key management and supervisors and also advance cohesion between various internal departments. You will support an engaged upper management team and guard our company values.

To be successful in this role the Executive Manager will ensure the quality of operations and customer service, inspire staff to give their all, and expand DK Global's footprint to strengthen our reputation. Ideal candidates are ambitious and performance-oriented with exceptional people skills. You should have a clear understanding of our company's core values and culture. Top candidates will be exemplary leaders, have superb business acumen, and have a sound understanding of business strategies.

### **RESPONSIBILITIES:**

- Spearheading strategies to steer the company's future in a positive direction.
- Driving the company's operating capabilities to surpass customer satisfaction and retention, and company goals.
- Controlling company costs and introducing tactical initiatives to address any losses.
- Preparing timely and accurate financial performance reports.
- Overseeing departmental campaigns and implementing better business practices.
- Delegating responsibilities to ensure staff members grow as capable participants.
- Employing various initiatives to coach employees to optimize their capabilities.
- Assessing and implementing improved processes, new technologies, and collaborating with management regarding the implementation of these improvements.
- Playing a leading role in compiling company budget and growth strategy.
- Executing strategies to optimize company and asset growth.
- Ensuring expertise and effectiveness across operating platforms.
- Creating strategies to challenge stock losses.
- Implementing initiatives to reduce company costs.
- Driving employees and prudently leading performance reviews, to ensure an engaged and skilled workforce.

- Collaborating with leadership to build an environment of collective responsibility and accountability.
- Ensuring adherence to key performance objectives to meet business and customer expectations.
- Working with the CEO to discuss, execute, and fulfill strategic planning for the business.
- Communicating with management teams to direct and confirm the execution of company processes.
- Working with the Office Manager to ensure employee satisfaction is high (incentive programs) and productivity is continually increasing.
- Frequently evaluating and analyzing business productivity and performance.
- Developing department-wide reports on progress.
- Ensuring that the department budgets are being met.
- Developing long term goals for each department, tracking the goals, and helping to ensure that the goals are being met.
- Participating in expansion activities (investments, acquisitions, corporate alliances, etc.)
- Managing relationships with partners/vendors.
- Developing high-quality business strategies and plans, ensuring their alignment with short-term and long-term objectives.
- Enforcing adherence to legal guidelines and in-house policies to maintain the company's legality and business ethics.
- Reviewing financial and non-financial reports to devise solutions or improvements.
- Analyzing problematic situations and occurrences and providing solutions to ensure company survival and growth.
- Maintaining a deep knowledge of the markets, industry, and competitors of the company.
- Planning, implementing, and managing the overall long-term business success strategy.
- Managing operational budgets to promote profitability.

#### **REQUIREMENTS:**

- MBA or master's degree equivalent
- Ability to generate and interpret reports and presentations
- Deep knowledge of the industry that the company operates in
- Ability to work independently and in a team
- Ability to juggle multiple projects at once
- Ability to give managers constructive criticism
- Incredible communication skills
- Ability to develop new company policies
- Proven ability to manage budgets in a similar role.
- Strong ethical leadership abilities.
- Excellent written and verbal communication skills.
- Strong people skills.
- Outstanding organizational skills.
- Ability to make projections 3-5 years into the future.
- 5 years of experience as Director of Operations or similar position
- In-depth knowledge of diverse business functions and principles
- Working knowledge of data analysis and performance/operation metrics
- Familiarity with MS Office and various business software
- Critical thinker and problem-solving skills
- Team player

- Good time-management skills
- The ability to initiate change

**EMPLOYEE BENEFITS:**

- Employee matching simple IRA program
- Six annual paid holidays
- Starting at one-week paid vacation
- Company co-sponsored medical, dental, and vision insurance
- Quarterly bonus programs

This position will be paid on an hourly basis and overtime will be compensated accordingly.

D.K. Global, Inc. is an Equal Opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, including sexual orientation and gender identity, national origin, disability, protected veteran status, or any other characteristic protected by federal, state, or local law.

Travel: Some Travel Required (Clean DMV)

Schedule: 40+ hours per week