



POSITION DESCRIPTION

Position Title:	Director of Operations
Department:	Operations and Administration
Reports To:	President
FLSA Status:	Exempt

As a Best Places to Work recipient and one of the largest agencies in Vermont, Hickok & Boardman Insurance Group offers a combination of professionalism and knowledge that have been attracting our customers since 1821. Our focus is to provide outstanding service to our clients which is accomplished through our staff. We offer competitive salaries and a full benefits package to attract and retain quality personnel. “Here when you need us!” is more than our tag line; it is the anthem we use in every community we serve.

SUMMARY

The Director of Operations will be responsible for providing oversight and management of Agency operations. This individual will work closely with the management team, must exhibit a growth mentality, and possess an overarching strategic focus to propel Hickok & Boardman into the next 200 years.

AREAS OF RESPONSIBILITIES:

Operations: Claims, Commercial and Personal Insurance Departments and Risk Management.
Administration: Accounting, Administrative Support, Human Resources, Training and Education, Marketing, and Information Technology

RESPONSIBILITIES

- Operations
 - Ensures high levels of performance at all locations, and adherence to current standard operating procedures designed to increase effectiveness, efficiency, and consistency of operations.
 - Measures productivity to demonstrate utilization and optimization of technologies and identify areas for future training and process improvement.
 - Develops long-range plans for agency initiatives including acquisitions, revenue growth strategies, etc.
 - Ensures business continuity and disaster recovery strategies for all areas are identified, developed, and regularly simulated.
 - Oversees the budget and expenses for each location. Investigates and addresses variances.
 - Sets strategy with marketing agency (or staff) and oversees promotion of the agency and its products to increase market share.



➤ **Staff Management & Human Resources**

- Works through Department Managers to ensure policies are consistently administered and highly skilled staff are supporting the organization.
- Determines performance and service metrics and leverages management to ensure performance management systems are actively deployed.
- Provides oversight to Department Managers in handling of points of friction or conflict within departments to maximize efficiency and workplace morale.
- Collaborates with HR Manager to align human capital planning, recruitment, training needs, and supporting programs with organizational needs and values.
- Travels regularly to each satellite office to advance Agency initiatives including culture and inclusivity.

QUALIFICATIONS

- B.S. degree, preferably in business management or business administration.
- A minimum 5-7 years of relevant senior level operational and administrative management experience in a service organization with around 100 employees.
- Basic understanding of the Property & Casualty Industry is preferred.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to talk, hear, see, sit, stand, or walk. The employee is required to periodically kneel and/or lift or move up to 10 pounds. The position requires extensive use of fine hand and finger movements.

The position requires in-person interaction with employees, carrier representatives and clients.