

# JOB DESCRIPTION

**Position Title:** **Operations Manager**

**Department/Location** Based in Laconia; with regular travel to Alton, Franklin, Wolfeboro, Customer and Vendor Sites

**Reports to** General Manager

**Status** Exempt

## **Summary:**

The Operations Manager will manage and coordinate activities across various departments to ensure smooth operations and alignment with company objectives. Formulate and execute business strategies and procedures to enhance overall performance and growth. Ensure compliance with industry regulations and internal policies, maintaining high-quality standards across all operations.

Optimize the use of resources, including personnel and materials, to improve productivity and reduce costs. Lead, mentor, and motivate employees to maximize performance and foster a positive work environment. Conduct regular assessments of operational performance and implement improvements as necessary.

Collaborate with various stakeholders, including management teams and external partners, to align operations with strategic goals.

## **Essential Duties / Responsibilities:**

- Ensure that all aspects of Stafford Oil and George C. Stafford & Sons delivery departments, including gasoline fuel sales, and properties are functioning effectively and are as profitable as possible.
- Ensure that the physical assets (land, building, equipment, vehicles, ...) of Stafford Oil and George C. Stafford & Sons are maintained in good and working condition and, where applicable, adhere to the standards set by CITGO, the State of NH, and all other governing third-party entities.
- Work with insurance companies to ensure that Stafford Oil and George C. Stafford & Sons have adequate insurance and that claims made by or against George C. Stafford & Sons and Stafford Oil are handled properly to completion and in a timely manner.
- Read, understand and negotiate contracts with customers and vendors.
- Engage with customers and de-escalate/resolve issues arising within department to ensure continued customer satisfaction.

- Oversee all employees in Delivery Department, including delivery dispatchers, peddle truck drivers, tractor trailer drivers, and on call managers not working in Service Department, as well as mechanics, building maintenance employees, and employees responsible for cashing up gasoline stations.
- Serve as an additional resource who can fulfill the responsibilities of the employees who you oversee, including, but not limited to, snowplowing, repairing and maintaining fleet of peddle trucks, tractor trailers, and other vehicles, working in Delivery Department, and scheduling tractor trailer deliveries.
- Seek ways to increase sales for both Stafford Oil and George C. Stafford & Sons, including, but not limited to, obtaining new accounts.
- Frequently meet with existing, larger customer accounts and tenants of George C. Stafford & Sons and Stafford Oil to ensure that their needs are being met in order to avoid losing them to competitors.
- Work, as needed, to ensure responsibilities are taken care of, including supporting delivery drivers and dispatchers, gas stations, convenience stores and customers. Willingness and flexibility in accepting additional duties from the Owner and General Manager; balanced with fairness and clarity to prevent exploitation and ensure a positive work environment.

### **Education / Experience:**

Educational Background: A bachelor's degree in business administration, management, or a related field is preferred, but strong leadership experience within industry will be considered.

Experience: Proven experience in operations management or a related field, with a strong understanding of business processes and performance metrics.

Leadership Skills: Exceptional leadership and communication skills to effectively manage teams and drive organizational success.

Analytical Skills: Strong problem-solving abilities and analytical skills to identify inefficiencies and implement effective solutions.

### **Stafford Companies Mission Statement:**

To provide our customers with quality products at a fair price; to provide service in a manner that respects all customers; to treat our customers and employees with consideration; to care for the environment and support the community in which we live.

**Essential Physical Requirements**  
**Convenience Store Manager – Willow Hill Food & Beverage**

Work

Schedule:

Number of Hours Per Day, at minimum:	8
Number of Hours Per Week, at minimum:	40

Job

Requires:

Maximum Lifting/Carrying of:	50 Lbs
Frequent Lifting/Carrying of:	50 Lbs
Approximate Ground to Overhead Maximum:	25 Lbs

Repetitive Motion:

Required Repetitive Motion? (check all that apply)

	WRIST	ELBOW	SHOULDER	ANKLE
Right	√	√	√	√
Left	√	√	√	√

JOB REQUIRES:	CONTINUOUS	FREQUENT	OCCASIONAL
Amt of Time Spent:	100% - 67%	66% - 34%	33% - 1%
Bending		√	
Kneeling			√
Squatting			√
Climbing			√
Standing		√	
Walking	√		
Sitting	√		
Reaching		√	
Driving		√	
Fine Motor Skills	√		
Lifting/Carrying			√
Twisting			√
Writing/Data Entry	√		