

VISIONAL

# Director; Operations

## OBJECTIVE

Objective: ensure that the company's operational activities are effectively met, within budget, keeping team success at the forefront

## WHAT WE ARE LOOKING FOR

At Visional, our strength is the efficiency with which we deliver leading-edge service to our customers. We're proud to set the standard for success in our industry. To help us continue our growth, we're seeking an experienced Director of Operations to join our highly skilled team.

The right individual will work closely with leadership in developing long-term operational strategies that help meet company objectives. Our new Director of Operations needs to have excellent communication and organizational skills to ensure the well-being of the company, and to work with various department leaders to ensure departments are operating as efficiently as possible.

The ideal candidate will have proven senior management experience in a highly dynamic setting. Their organizational, communication, and leadership skills are second to none and you enjoy developing solutions that push innovative boundaries. They will work closely with executives to strategize and develop long-term plans that usher in new levels of productivity and success, delivering the world-class service Visional is known for.

## MORE ABOUT VISIONAL

Founded in 2014 by Kyle Means and Jim Steurnagel, Visional is a production technology agency specializing in production, virtual, experiential, creative, and environmental solutions. Our goal is to develop ideas into cutting-edge visuals that you and your guests will love.

We help clients all over the world create unique visual experiences by combining cutting-edge video and lighting technology with years of expertise in visual engineering. We're friendly, energetic and driven to help our partners develop and execute incredible experiences for their clients. We thrive on building relationships and helping organizations deliver their message through creativity, technology, and collaboration.

**Be nice. Do good work.** That's our motto. Visional gives you the industry-leading tools and the expert team you need to make your vision a reality. Corporate events, rock shows, interactive installations or brand activations — we're here to help every step of the way, from pre-production to load-out.

Visional is headquartered in Atlanta, Georgia with offices in and Denver, Orlando, and Los Angeles. Further information is available at [wearevisional.com](http://wearevisional.com).

**VISIONAL**

## MORE ABOUT YOU

- Thorough understanding of practices, theories, and policies involved in business and finance
- 10+ years senior leadership role in the appropriate field
- Superior knowledge of multiple operational functions and principles, including finance, customer service, production, and employee management
- Proven ability to plan and manage operational process for maximum efficiency and productivity
- Ability to streamline and implement new structures and roles that create speed, efficiency, and support rapidly shifting business demands
- Strong working knowledge of industry regulations and legislative guidelines
- Experience with budget and business plan development
- Proven ability to develop innovative solutions for increased productivity
- Superior negotiation skills in both internal and external settings
- Masterful organizational, communication, and leadership skills, demonstrated by previous professional success
- Reliable with a respect to confidentiality
- Self-driven, critical thinker who excels with time management and organizational skills
- Strong phone and video presence with experience managing dozens of phone and video conferences per day
- Superior verbal and written communication and interpersonal skills
- Superior managerial and diplomacy skills
- Extremely proficient in Microsoft Office Suite
- Excellent analytical, decision-making, and problem-solving skills
- Excellent written and verbal communications skills
- Ability to analyze a supply chain and find risks
- Results driven and ability to communicate
- Experience working in an ISO environment
- Ability to identify weak spots in a process to improve efficiency
- Great planning and project management skills
- Have deep knowledge of PLC systems, I/O systems and industrial, environmental, and entertainment control protocols therein
- Proven leadership skills, and ability to build relationships and influence decisions by systems owners
- Experience collaborating with maintenance, designers, engineers, teammates
- Knowledge of network architecture, including understanding TCP/IP addressing, and basic routing and firewalls functions
- Knowledge of networking protocols and technologies like TCP/IP, UDP, QUIC, RTP, WebRTC
- Team player mentality with a strong sense of purpose within the organization
- Excellent troubleshooting skills
- High level of responsiveness
- Facilities management
- Above-average communication, collaboration, and delegation skills
- Proven ability to develop and maintain financial plans
- Ability to motivate and lead people, and hold employees accountable
- Strong working knowledge of operational procedure
- Knowledge of business process and functions (finance, HR, procurement, operations etc.)
- Strong analytical ability
- Excellent communication skills
- Problem-solving aptitude
- Proficiency with corporate productivity, presentation, and project management tools

- Experience collaborating with a multidisciplinary team remotely and cooperatively
- Ability to manage priorities, respecting timelines, and critical deadlines
- Ability to manage multiple projects in parallel
- The ability to work under pressure and adapt to changes
- Ability to think critically and be proactive at solving issues
- Excellent communicator to leadership
- Excellent phone and email etiquette
- Comfortable working in the company office, working from home, and in the field
- A high standard of personal integrity & professionalism
- Expert knowledge of production industry
- Receive feedback productively
- Valid Passport & Driver License
- Ability to pass criminal background check

## YOUR DAY-TO-DAY

- Establish quantitative and qualitative metrics, guidelines, and standards by which the company's efficiency and effectiveness can be evaluated; identifies opportunities for improvement
- Review, analyze, and evaluate business procedures
- Implement policies and procedures that will improve day-to-day operations
- Ensure work environments are adequate and safe
- Plan, direct, control, implement, evaluate, monitor, and forecast budgets and cost of sales in each division to achieve financial objectives
- Communicate and explain new directives, policies, or procedures to managers; for major changes, meets with entire operations staff to explain changes, answer questions, and maintain morale
- Improve customer service and satisfaction through policy and procedural changes
- Lead coordination and integration of efforts among operations, engineering, technology, and customer service divisions to produce smoother workflow and more cost-effective business processes
- Project a positive image of the organization to employees, customers, industry, and community
- Collaborate with executive-level management in the development of performance goals and long-term operational plans
- Maximize efficiency and productivity through extensive process analysis and interdepartmental collaboration
- Set strategic goals for operational efficiency and increased productivity
- Work with project managers in the development of financial and budgetary plans
- Analyze current operational processes and performance, recommending solutions for improvement when necessary
- Develop, implement, and monitor day-to-day operational systems and processes that provide visibility into goals, progress, and obstacles for our key initiatives
- Build and maintain relationships with all department heads, external partners, and vendors to make decisions regarding operational activity and strategic goals
- Plan, monitor, and analyze key metrics for the day-to-day performance of the operations to ensure efficient and timely completion of tasks
- Devise strategies to ensure growth of programs enterprise-wide, identifying and implementing process improvements that will maximize output and minimize costs

- Uphold organization policies and standards, ensuring legislative regulations are followed
- Work closely with Director; Culture to lead team with integrity and establish and maintain a trusting, inclusive, and productive environment
- Participates in the hiring and training of departmental managers
- Organizes and oversees the work and schedules of departmental managers
- Conducts performance evaluations that are timely and constructive
- Handles discipline of employees as needed and in accordance with company policy
- Occasionally on call evenings or weekends
- Organize work and focus the team on what needs to be accomplished
- Prioritize in a time-crunched, fast-paced environment
- Manage inventory and asset management systems
- Perform annual inventory of entire business operation in accordance with Finance and leadership requirements
- Design strategy and set goals for growth
- Maintain budgets and optimize expenses
- Set policies and processes
- Ensure employees work productively and develop professionally
- Oversee recruitment and training of new employees
- Evaluate and improve operations and financial performance
- Direct the employee assessment process
- Prepare regular reports for upper management
- Ensure staff follows health and safety regulations
- Oversee day-to-day operations, assigning weekly performance goals and assuring their completion, while accomplishing your own goals
- Recruit, onboard, and train high-performing employees to achieve sales, profitability, market share, and business plan objectives
- Maintain project timelines to ensure tasks are accomplished on time
- Develop, implement, and maintain budgetary and resource allocation plans
- Delegate responsibilities to the best employees to perform them while enforcing all policies, procedures, standards, specifications, guidelines, training programs, and cultural values
- Resolve internal staff conflicts efficiently and to the mutual benefit of those involved
- Provide solutions to issues (e.g. profit decline, employee conflicts, loss of business to competitors)
- Understand company processes as outlined in the employee handbook, follows procedures and accurately completes systems entry and paperwork (i.e., time sheets, expense reports, etc.) in a timely manner
- Develop and maintain training materials and company knowledge base
- Keep abreast of best practices and technical trends in the production industry
- Participate in company meetings and activities
- Ensures a flawlessly executed production through proper maintenance functions, accurate setup and operation, and breakdown of production technology equipment as needed
- Understand the technical aspects of the role and ability to quickly troubleshoot and problem solve equipment and software issues under pressure
- Strives to exceed the expectations and needs of internal and external customers
- Project positive attitude while establishing effective professional relationships
- Communicate and work closely with project team both internally and client-side
- Assist and work with engineering, purchasing, sales, and production teams
- Manage budgets, manpower, expenses and costs to complete project goals
- Team player mentality with a strong sense of purpose within the organization

## OUR OFFER TO YOU

- Base Salary
- Medical Insurance Plan
- Dental Insurance Plan
- Vision Insurance Plan
- Remote Work Flexibility
- 401K with matching contribution
- Profit Sharing Program
- Skills development activities and opportunities for career advancement
- Professional Development Reimbursement Program
- Personal Enrichment Program
- Work environment conducive to personal health and well-being

Those interested should send an e-mail with CV and letter of interest to [careers@wearevisional.com](mailto:careers@wearevisional.com).

Requisition # 22-007  
Availability Full Time  
Location Atlanta, Georgia, USA  
Denver, Colorado, USA  
Orlando, Florida USA  
Los Angeles, California, USA