



## OPERATIONS/BUSINESS MANAGER

### JOB DESCRIPTION

Are you a natural leader that inspires your team to achieve greatness? Do you keep your eye on the big picture, while managing a long list of details with bull's-eye accuracy? Are you passionate about finding new ways to improve productivity and profitability?

If so, you could be the Operations/Business Manager that The Rocca Sisters are looking for.

### RESPONSIBILITIES

The Operations/Business Manager will play a key role in driving our successful real estate business forward. Reporting directly to Cathy and Tanya Rocca, the Operations/Business Manager is responsible for building, managing and inspiring the entire team at Rocca Organization.

This includes:

- Managing all sales associates and admin on a day-to-day basis, including hiring, onboarding, training, team building and resource allocation
- Ensuring compliance in all HR contracts, releases, policies and processes
- Ensuring accuracy in managing all records, contracts, licences, trademarks, copyrights, etc.
- Forecasting, budget management and financial accountability for team profits
- Leading weekly meetings to motivate Sales Associates and holding them accountable to their goals
- Leading weekly status meetings with admin and marketing departments and holding them accountable to their goals
- Creating and refining procedures for reporting, tracking goals and enhancing internal communication
- Fostering team collaboration and maintaining a culture of exceptional client care
- Proactively searching for new ways to improve operational efficiency
- Other tasks, as assigned, that relate to asset management, policy development and planning

### QUALIFICATIONS

- 10 + years of experience in business management
- A post-secondary certificate/degree in business management or a relevant field
- Strong organizational skills and attention to detail
- Excellent time management
- Excellent written and verbal communication skills and interpersonal skills
- Direct experience with managing projects and finances
- Driven by high standards and continuous learning
- Personal commitment to exceptional client service
- Please include a recent resume with your application

[EMAIL RESUME](#)