

Company Overview

Maker&Son is a family-run, high end furniture business with a unique dream - to create beautiful and long lasting furniture from natural materials that makes a positive difference to peoples' lives. We have a dedicated team of wonderful people. Our business model avoids traditional high street showrooms and sells direct to our customers via our website, mobile showrooms and network of show homes. Maker&Son launched in the UK in February 2018, Australia and New Zealand was up and running by June 2018 with an office in Sydney. Now demand in the USA means that we are really excited to be opening in New York. We therefore have an exciting opportunity for a proven office manager/operations person to join our team.

Candidate Overview

This a new, crucial role, reporting directly to the Founder (Felix Conran) and Director of Operations (Nadia Bettega). The successful candidate will have a proven track record in Operations Manager and be enthusiastic to join a dynamic, fast growing company where their hard work will make an immediate impact. We are looking for an individual who is in it for the long term, with the passion and motivation to throw themselves into the demands of a fast paced, constantly evolving environment.

You will

- be responsible for overseeing all operational aspects of the New York Office
- ensure that the office functions with optimal performance
- act as the catalyst to ensure staff are passionate about delivering great service
- maintain our culture of excellence by recruiting, developing and retaining talent;
- partner with the senior leadership team members to develop and operationalize growth initiatives to meet company goals
- ensure open communication and understanding between the Sales Team and the other regional offices.
- ensure a high level of customer engagement and strive for a high customer satisfaction
- demonstrate intensity and conviction to address and find solutions for operational shortcomings

Operations Management (Approximately 70% of time)

- Collaborate with our Senior Management Team to develop and manage to our annual operating plan.
- Actively contribute to the development and execution of the Company's overall strategic plan.
- Provide leadership in determining site specific and operational goals.
- Create, define and improve standard operating procedures and manage workflows for NY and regional staff.
- Manage staff; responsible for the team's quality of work, providing support and guidance, and handling of personnel action.
- Be responsible for ensuring the site adheres to federal or state licensing requirements.

Human Resource Management (Approximately 20% of time)

- Implement training and development programs for Staff
- Collaborate in the recruitment, development and retention strategies with regards to staff.

Company expansion (Approximately 10% of time)

- Collaborate with the Marketing department to build customer relationships and partnerships with local businesses and organizations

EDUCATION, COMPETENCIES AND EXPERIENCE:

- Bachelor's degree, master's degree a plus.
- Minimum of two years' experience in a start up or private sector environment.
- Minimum of six years' experience in a programme management or operations role.
- Minimum of four years' experience in a management/leadership role
- Ability to work effectively with key stakeholders in a fast-paced environment.
- An effective independent worker, with the ability to also work with and through others.
- Excellent execution in an autonomous and sometimes ambiguous environment.
- Professional demeanor and proven ability to deliver results on deadline-driven projects.
- Strong written and verbal communication skills. Excellent interpersonal, communication and diplomacy skills; the ability to interact effectively in person and in writing with people of various professional and cultural backgrounds; prior exposure to a diverse, multi-cultural work environment desirable.
- Strong attention to detail, while maintaining a high level of organization.
- Ability to work in a varying schedule including nights, early mornings, weekends and holidays.
- High level of professionalism, especially in maintaining discretion in confidential situations.

Job Type: Full-time

Salary: \$65,000 / Year

To apply please send a cover letter and your CV to nadia@makerandson.com