

Company Overview

First Allegiance is an established, woman-owned, property service firm located in Bayonne, NJ. We provide a wide range of services on bank-owned properties throughout the United States. First Allegiance is a forward thinking company with a reputation for creativity, quality service, and professionalism. We are a fast growing company with a deep appreciation for excellence in employee performance. Please visit www.firstallegiance.com to learn more.

Job Responsibilities

First Allegiance is seeking an energetic, ambitious candidate to manage and develop a fast paced team of staff employees. The Operations Manager will work together with a close-knit group of dedicated professionals to drive daily production levels and support our vendor/client relationships. Specific responsibilities include:

- Drive daily production, service requirements, and timelines
- Oversee and ensure work quality standards
- Manage direct reports and network of contractors
- Expedite services on properties to meet client expectations
- Analyze and improve workflow and processes
- Act as escalation contact for clients and contractor network
- Provide developmental coaching and guidance for employees and vendors
- Coordinate team building and employee appreciation events
- Resolve quality control issues
- Apply performance management tools
- Create and implement training programs
- Report on team progress; strategize with executive management
- Partner with other members of the management team

Job Requirements

- 5-10 years of office based operations & staff management experience
- Proven success meeting production requirement and timelines
- Leadership and motivation skills
- Goal orientated, driven, and resourceful
- Research, analytic and critical thinking skills
- Basic knowledge of construction/systems found in single family homes.
- Persuasive communication and negotiation skills
- Team player; positive approach
- Local candidates preferred

Package Overview

- Competitive salary commensurate with experience
- PTO; medical, dental, and vision offerings (with employee contributions)
- Paid life/AD&D insurance
- Medical and dependent care FSA
- Matching 401(k) retirement offering
- Company sponsored life insurance

To apply, please visit: www.firstallegiance.com/employment.

Additional Keywords: Customer service, vendor management, call center, sales, property management, property preservation, reo, real estate, default, construction, Staten Island, Jersey City, Hudson County, team, people management, lead, leadership, leader, supervisor, supervisory, collections, controls, quality control.

Equal Opportunity Employer: As an equal opportunity employer, our employment practices are in accordance with the laws that prohibit discrimination due to sex, race, religion, creed, color, national origin, ancestry, physical or mental handicap or disability, medical condition, marital status, sexual orientation, sexual identity, sexual expression, genetic composition, familial status, domestic partner or civil union status, veteran's status, age or any other basis made unlawful by federal, state or local law or ordinance or regulation.