

Your job title: **Director of Operations**

Where you will work:

Who's the Boss:

Who are we?

The mission of Keller Williams is to impact people's lives through the examples we set, the experiences we deliver and the donations we give. We strive to provide the premier customer service experience for each home seller and home buyer we work with. Knowledge we've gained through years of working in the local market empowers us to provide our home buyers and sellers with the advice they need to make informed decisions. Whether it's selling a home, searching for a home, or negotiating a contract, each member of Keller Williams is an experienced real estate professional who applies their expert skills to each step of the process to help each client achieve an outstanding result.

Who are we looking for?

The Director of Operations is a key Empire Protector for the growing Real Estate team. This Director is the master of systems, consistently seeking new, innovative, and efficient business processes that save time and money. As a key leader in the team, the Director of Operations increases the ability of the administrative team to process transactions, freeing the agents to focus more on generating transactions than closing them. This person relishes the opportunity to build, implement, and manage multiple systems, and is seen throughout the organization as the expert on efficiency and systems. This person exhibits a drive to use systems as a strategic tool for creating an advantage for the organization. This individual will have some ability to show patience in finding a solution, though accomplishing the objective is more important for this person than using one specific process.

The Director of Operations is deeply committed to supporting the growth of the Rainmaker and Director of Sales in achieving greater and greater levels of success, and to growing his/her own skills and developing into a supportive leader within the organization. As the success of the business grows, this individual will be responsible for hiring, training, and leading additional department members to ensure all administrative tasks of the lead agent's business continue to be completed to high standards with maximum efficiency.

What will you do?

- Build, implements, and manages all systems for transaction coordination, internal communication, client communication, financial management, information management, central database management, and marketing.
- Assists as needed in documenting the systems of other departments, including customer service, buyer, seller, lead generation, tracking, and expansion systems.
- Is responsible for all financial systems, including maintaining the books, paying the bills, handling payroll, assuring the collection of commissions, maintaining the budget, and generating financial reports.
- Oversees all contracts through closing.
- Creates and maintains an operations manual that documents all systems and standards.
- Coordinates the purchase, installation, and maintenance of all office equipment.
- Is responsible for hiring, training, consulting, and holding accountable all additional administrative department members.

Essential duties and responsibilities

- System development, implementation, documentation, and management
- Information management
- Oversight of contracts through closing
- Customer/Vendor relations
- Bookkeeping (A/R and A/P)
- Leading administrative department members and managing accountability

Communications/Interactions

- Rainmaker – daily
- Director of Sales – daily
- Administrative Department (as appropriate to organizational structure) – daily
- Buyers/Sellers/Vendors – as appropriate

Knowledge/Skills

- High school graduate
- Bachelor's degree preferred
- Real estate license preferred
- 1–3 years of service and management experience
- 3–5 years of administrative experience, preferably in real estate

Team: Director of Operations

The chart below describes the key talents and personality traits of a person matching the Director of Operations

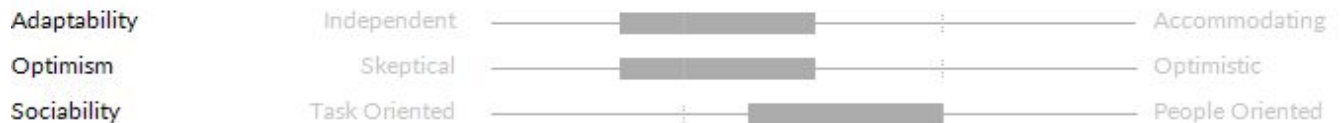
High Impact



Medium Impact



Low Impact



Traits appear in order of importance to the job. Gray bars indicate each trait's target range. Traits without a gray bar are not predictive.

High Impact Traits

Rapid Problem Solving The target for this trait is high. People in this range can solve many problems in rapid succession using a quick, intuitive approach. They usually like to have many new issues to deal with every day. They can typically handle smaller issues quickly and move on to the next one without pausing.

Responsiveness The target for this trait is high. People in this range are naturally fast moving and responsive, and they dislike waiting. They can be restless and impatient, particularly with activities that are repetitive. They prefer to work rapidly and to have a variety of responsibilities in a changing environment.

Assertiveness The target for this trait is medium. People in this range are moderately assertive and self-confident individuals who enjoy taking initiative and making things happen. They will take action in a controlled and purposeful way.

Medium Impact Traits

Logical Problem Solving The target for this trait is medium high. People in this range have a good ability to solve complex problems logically. They are able to pull difficult issues apart to deal with the components one by one. They like being able to think through a problem or solution in order to present it carefully and logically to others.

Vocabulary The target for this trait is high. People in this range learn easily and quickly from their environments. They pick up new information readily and learn rapidly when circumstances change. They typically make use of a wide range of acquired experience and knowledge in making decisions, deciding on a course of action or adjusting to a changed environment as needed.

Intensity The target for this trait is high. People in this range will deal directly and energetically with obstacles at work. They feel a strong emotional drive to push to overcome difficulties and develop solutions when problems arise.

Structure The target for this trait is medium high. People in this range naturally focus on maintaining a structured environment and processing work in an organized manner. They are receptive to rules and regulations and to specific criteria for measuring success. While they prefer to avoid routine work and delays, they see the importance of carefully attending to crucial details.

Spatial Visualization The target for this trait is high. People in this range are able think about and visualize complex systems. They are able to deal with problems in which there are multiple variables that are constantly changing. They can mentally manipulate variables in complex models to understand what will happen when something changes.

Low Impact Traits

Adaptability The target for this trait is low medium. People in this range will respect and respond to other people's legitimate expectations while maintaining their own emotional independence. They will not usually compromise just to avoid conflict.

Optimism The target for this trait is low medium. Although people in this range can be generally friendly, they tend to maintain a healthy skepticism about people and situations and anticipate things that might possibly go wrong.

Sociability The target for this trait is medium. People in this range are friendly and self assured in their dealings with others. They tend to be well-liked because of their easygoing style and comfortable demeanor. They strive to cultivate trust and goodwill through effective communication and reasonable compromise.