



## CAREER OPPORTUNITY

**Title: Senior Director, Field Operations**

**Job Opening #01302023-2**

**Close Date: 02-28-2023**

Headquartered in San Diego, Elite staffs facilities and events with security guards and event staff primarily in California, Tennessee and Florida. Facilities under contract include stadiums, arenas, amphitheaters, convention centers, universities, office buildings, residential communities, retail establishments and hundreds of other facilities where people live, work and play.

We are seeking a **Senior Director of Field Operations** whose primary responsibility is to lead a team of field account managers to inspire Elite's thousands of employees to fulfill our vision of positively impacting everything we touch so that every client, guest, and Elite employee is safe and satisfied.

This position directs the day-to-day operations of managers in the field, collaborates with corporate leadership, and ensures systems in the field are implemented, evaluated, and improved upon in the spirit of excellence, accountability, and constant improvement.

We offer a great working environment and full benefits including paid medical, dental, vision, life, and paid time off.

Compensation range of \$80,000 - \$120,000

### RESPONSIBILITIES

**DEPARTMENTAL OVERSIGHT** – Will oversee the day-to-day operations of the Field Operations Department, including oversight of all field account managers, participating as a member of the senior management team, engaging with clients, and interacting with employees at every level in the organization.

**LEADERSHIP** – Will provide direction that inspires your team to treat all employees under their purview with dignity and respect and ensure that they foster an environment of professionalism, excellence, fun and collegiality.

**MANAGEMENT** – Will motivate the field management team to achieve the highest level of performance from employees in the field that will directly translate to client satisfaction. Will ensure that systems are followed, reporting procedures are documented, deadlines are met and that direct reports are held accountable.

CLIENT SUPPORT – Will communicate with clients in the method and volume requested and ensure the timely delivery of accurate invoicing and follow-up accounts receivable.

CROSS DEPARTMENT COLLABORATION – Will meet weekly with other department heads and collaborate on developing and implementing strategic plans and actuating synergies for constant organizational improvement.

### **MINIMUM QUALIFICATIONS, SKILLS, AND CHARACTERISTICS**

- 10+ years of senior management experience in a service-related organization
- University business degree or a professionally qualified equivalent.
- Background in the commercial security and/or sports, entertainment & hospitality industry
- Experience in B2B client management
- Expertise in organizational management, team dynamics, and one-on-one leadership
- Proficient in developing and implementing strategy, compliance mechanisms, and project management.
- Proven analytical and problem-solving capabilities.
- Possess exceptional communication abilities.
- Ability to manage up, down, and across the organization.
- Is a collaborative “people person” who relates well to staff at all levels.
- Flexible and creative in approaches to problem-solving, yet holds people accountable to individual, department, and organizational goals.
- Experience and willingness to work in the field at all hours if needed.

If you meet the above criteria, please forward your resume (please send attachments in PDF format only) to: [karen@elitesecuritystaffing.com](mailto:karen@elitesecuritystaffing.com). Please note “SDFO” in the subject line of your email. Only those with the minimum qualifications, as noted above, will be considered for this role. NO CALLS, PLEASE.

The published salary range for this position represents a good-faith estimate based on the qualifications we expect to find in a successful candidate. The actual compensation offered may be less or greater than this estimate based on various factors.

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