

## Assistant Manager



As a representative of the Classic City management team, the Assistant Manager supports Classic City's mission, vision, strategic plan, goals and executive decisions.

Responsible for assisting with Classic City operations, in conjunction with assigned tasks and duties, the Assistant Manager supports the planning, directing and overseeing of Classic City's operations and fiscal health. The Assistant Manager is also responsible for planning and maintaining work systems, procedures, and policies that enable and encourage the optimum performance of its people and other resources within the company.

### **Duties and Responsibilities:**

The Assistant Manager will have extensive knowledge and understanding of property logistics, FF&E extraction, FF&E installation, FF&E assembly and subordinate training, coordination and management. The Assistant Manager is expected to harness a working environment which encourages team work, energy and creativity. To achieve this, the Manager should have strong leadership and excellent problem-solving skills along with good communication skills.

- Consciously create a workplace culture that is consistent with Classic City's identified mission, vision, guiding principles and values
- Provide the highest level of customer service to Classic City clientele
- Solid knowledge of extraction and installation processes, protocols and procedures with a focus on time management, personnel management and personnel policy
- Develop and maintain employee-oriented company culture that emphasizes quality, continuous improvement, key employee retention and development, and high performance
- Assists with site functions including work force scheduling, freight logistics, FF&E assembly, FF&E extraction & installation and all day-to-day site activities as directed
- Protects and secures all company assets, including cash
- Provide oversight and direction to employees in accordance with Classic City's policies and procedures

- Delegate responsibility amongst staff members and expect accountability and regular feedback
- Foster a spirit of teamwork and unity among staff members that allows for expeditious conflict resolution, and the appreciation of diversity as well as cohesiveness and supportiveness
- Lead employees to meet the organization's expectations for productivity, quality, and goal accomplishment
- Maintain transparent communication - appropriately communicate organization information through department forms, meetings, one-on-one meetings and email daily
- Support planning and allocation of resources to effectively staff and accomplish operational goals
- Plan, evaluate, and improve the efficiency of business processes and procedures to enhance speed, quality, efficiency, and output
- Adhere to the relevant controls and feedback systems to monitor operations (Daily Field Report, Site Checklists, Time Sheets, Unit Completion Checklist, Customer Service Satisfaction Survey)
- Communicate regularly with Managers, Senior Project Managers, Vice President of Operations, Chief Executive Officer, and other designated contacts within the organization
- Perform other duties and responsibilities, as assigned

### **Knowledge and Skills:**

- Solid organizational and customer service skills to effectively manage client relationships
- Demonstrate skills in employee supervision and HR administration
- Interpersonal skills to effectively motivate others - ability to lead change and innovation
- Solid knowledge of tablets and common computer application programs such as Numbers, Pages, & Keynote
- Solid interpersonal communication skills to include verbal and written, active listening, critical thinking, persuasiveness, advising and counseling skills
- Solid skills to quickly evaluate complex issues and identify resolution