**Performance Review for Operations Manager**

**Title of Position:** *Operations Manager*

**Department:** *Operations*

**Reports to:** *Chief Officer of Operations*

**Employment Type:** *Full-Time, Exempt*

**Name of Employee: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date of Review: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Overview of Position/ Job Purpose:**

The Operations Manager is responsible for the planning, directing and coordinating all of the organization’s operations. The role is responsible for improving performance, productivity, efficiency and profitability through the implementation of effective methods and strategies across customer retention / acquisition, vendor relations / supply chain management, customer service, social media marketing, and business analytics. This position will manage and lead what is the current Operations team. The Operations Manager is the direct line from the team to the Chief Operations Officer and other senior management.

**Operations Manager Competencies:**

**1. Processes Management**

*Needs Improvement Average Good Excellent*

Comments:

**2. Team / People Management**

*Needs Improvement Average Good Excellent*

Comments:

**3. Driving for Results**

*Needs Improvement Average Good Excellent*

Comments:

**4. Analytical Skills**

*Needs Improvement Average Good Excellent*

Comments:

**5. Strategic Planning**

*Needs Improvement Average Good Excellent*

Comments:

**Organizational Competencies:**

**1. Teamwork**

*Needs Improvement Average Good Excellent*

Comments:

**2. Ambition / Drive for Success**

*Needs Improvement Average Good Excellent*

Comments:

**3. Passion & Dedication**

*Needs Improvement Average Good Excellent*

Comments:

**4. Communication Skills (Verbal & Written)**

*Needs Improvement Average Good Excellent*

Comments:

**5. Resourcefulness**

*Needs Improvement Average Good Excellent*

Comments:

**Milestones & Expected Date for Achievement:**

**1.**

**2.**

**3.**

**Personal Goals:**

**1.**

**2.**

**3.**

**Comments:**

**Total Score of Review: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Name of Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signature of Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Name of Employee: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signature of Employee: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**