

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:
