Populist
Cleaning Co

making life better through quality partnering

Position Profile- Director of Operations

Reports to: Integrator

Skills and Competencies:

- High emotional, critical, and analytical intelligence.
- Skilled at developing leaders, mentoring managers, and supporting long-term team growth.
- Collaborative and team-oriented, willing to engage hands-on to drive camaraderie.
- Capable of creating structure, systems, and processes that bring alignment and stability.
- Strong strategic thinker who can see the big picture and understand how all moving parts connect.
- Able to analyze complex issues, evaluate operations, and make data-driven decisions.
- Proactive in identifying risks, solving problems, and driving continuous improvement across branches.
- Excellent communicator with strong listening skills and the ability to engage with diverse personalities.
- Diplomatic and tactful—knows when to step in, when to delegate, and how to communicate expectations clearly.
- Skilled at building relationships with staff and customers.
- Patient, humble, and balanced.
- Self-reliant and accountable, consistently following through on commitments.
- Calm under pressure and capable of navigating high-stress situations.
- Growth-minded and receptive to feedback and learning from mistakes.
- Strong understanding of operational processes, staffing levels, and performance metrics.
- Experienced in forecasting, budget creation, and financial performance oversight.
- Ability to maintain OSHA compliance and ensure job safety practices.
- Skilled at identifying, hiring, and developing high-performing team members and leaders.
- Ability to maintain staffing levels across branches and support succession planning.
- Comfortable driving organizational change, improving systems, and scaling operations.
- Open to new approaches and able to implement solutions that enhance operational efficiency.
- Tech-savvy with comfort using digital tools, scorecards, and EOS processes.
- Highly organized with strong planning, prioritization, and documentation abilities.
- Proficient in Microsoft Office Suite, Google Docs and Sheets, Adobe Acrobat Standard, Zoom, and Teams.

Common tasks include but are not limited to:

- Lead, manage, and hold the Operations team accountable to priorities and performance expectations.
- Recruit, hire, and develop “A” players.
- Facilitate weekly L10 meetings, 1:1 sessions, and Quarterly Conversations with direct reports.

- Oversee and optimize the financial performance of Operations by analyzing budgets, monitoring metrics, collaborating on budget development, and making data-driven decisions to ensure alignment with company goals.
- Monitor ongoing staffing levels and utilization of workforce.
- Maintain job safety and ensure OSHA compliance.
- Create structure and scale to open new branch locations.
- Actively engage with and support relationships for top-tier clients.
- Identify, implement, and reinforce essential processes and procedures to improve productivity, consistency, and operational excellence.
- Ensure all job sites consistently meet Populist's standards of quality through proper systems, structure, and oversight.
- Support and follow up with direct reports to identify and pursue opportunities to grow existing accounts, including base services and vertical offerings.
- Step into vacant roles temporarily and balancing multiple operational responsibilities.
- Make strategic, high-level decisions regarding fleet operations, ensuring processes align with company standards and long-term strategy.

Education, Certifications and/or Experience:

- Valid Driver's License with insurable driving record.
- Experience working in the services sector.
- Multi-location/Regional management experience.
- Experience working for a company operating on EOS.
- 10+ years' experience in a management role.

Work Environment:

- Work is primarily on-site in Ypsilanti, MI, approximately 50% of the time.
- Travel to customer locations.
- Some remote work is available.