



Herrmann Global
Posted: June 1, 2022

Open Position (remote or in-office)
Director Of Operations
40 hours per week, with flexible hours

Location: Global Headquarters, Lander, WY

Herrmann Global is a highly reputable strategic tourism marketing firm that specializes in connecting travel and hospitality brands to the right audience. We utilize the latest technology and industry trends to efficiently inspire and engage relevant potential travelers by creating unique stories via Visit USA Parks and Untraveled. We are a passionate, value driven group of people committed to a shared purpose of helping destinations that are lesser-known build a competitive advantage globally with a small budget. We work hard, but we also value rest, self-care and rejuvenation. Most companies pay lip service to this, but we've embedded these values within our policies and procedures, offering up to 34 paid vacation days for all our staff including Fridays off during our summer break and a 2-week Christmas break. Our office is located in a small town in Wyoming, surrounded by gorgeous mountains that offer world-class climbing, backpacking, and fishing. We love our staff in the office, but we are also a virtual company with team members spread across the US and Europe.

If you enjoy working in a creative, fast-paced, innovative environment, and have a keen eye for detail, then we would love to hear from you.

We are seeking an experienced Director of Operations, with experience ideally in the tourism marketing, advertising agency and operational management field. He/she will be responsible for overseeing effective operating procedures and leading the continued vision and growth strategy of our company. Duties include reviewing company documents and policies and tools to make inferences about factors like communication or productivity, working with our amazing global team to implement hiring procedures and communicating with the leadership to improve company operations. Experience in reviewing payroll procedures, finances and evaluating profitability via Profit & Loss Statements would be a big plus, but is not required at this time.

Responsibilities

- Defining, implementing and revising operational policies and guidelines for the organization.
- Developing and executing new growth directives.
- Working with the leadership to create job descriptions, hire competent personnel and oversee employee training programs.
- Working with the leadership to develop and implement staff evaluation parameters.
- Liaising with departmental heads to develop financial plans and ensure company-wide operational compliance.
- Keeping track of the company's revenue margins and conducting reviews to maximize profits.
- Overseeing client support services.
- Managing procurement and resource allocation.

Requirements for this position

- Excellent leadership and organizational abilities.
- Superior knowledge of tourism marketing industry procedures and operational guidelines.
- In-depth knowledge of data analysis software packages.
- Working knowledge of customer relationship management packages.
- Outstanding negotiation skills.
- Excellent written and oral communication.
- Proven knowledge of performance evaluation metrics in a business setting.
- Outstanding communication, interpersonal, and critical thinking skills
- Willingness to research and learn about trends and tools in social media, marketing, and advertising

Preferred qualifications for this position

- Bachelor's degree in marketing, hospitality & tourism, or relevant field
- At least 3 years of experience in the field of operational management.
- At least 3 years of experience in managing local and remote teams.

Skill requirements for all Herrmann Global positions

- Care more: You must have exceptional customer service skills.
- Be curious: You must have a high level of interest in constantly learning new things.
- Problem solving: You must possess the ability to identify and understand problems and have a willingness to solve them.
- Sensitivity: You must have a high level of awareness for the needs of colleagues, clients, and the Herrmann Global business.

To apply, please send a cover letter and resume to:

florian@herrmannglobal.com