

Operations Manager

Burbank, California

ARRI Rental, the premier rental house for professional motion picture Camera and Lighting equipment, is looking for an **Operations Manager** to work in our brand new *Burbank, California* office.

The Operations Manager is responsible for the day-to-day management of facility and rental operations from order placement to invoicing.

This is a critical role within our group that interacts with most departments and most importantly is an ambassador to our customers, ensuring that their needs are met. Superior leadership skills are necessary to succeed in this role.

We seek a highly-motivated, customer-service driven, strategic thinker with 5+ years of Operations and Managerial experience in our industry or one closely related (film equipment rental, production, film equipment sales, etc..). A Bachelor's degree in a related field preferred or related field experience required.

Main areas of responsibilities for this full time role include:

- Manage all areas of the facility and rental operation to ensure client needs are met.
- Work with our Marketing team to coordinate demos, on-site events and other initiatives to enhance the customer experience at every level.
- Work closely with our Business Development team to achieve revenue targets.
- Manage building and property functions including maintenance and repair.
- Successfully oversee and direct annual physical inventory for the Burbank facility.
- Empower and develop staff through training initiatives, mentorship and coaching.
- Hire the right people for the right roles, provide corrective counselling, address complaints timely, mediate and resolve concerns and ensure compliance with company policies and procedures.
- Work with other Operations team members to review and analyze processes and procedure for efficiencies.
- Master in house rental system (R2) for support and provide training to staff.

To be considered you must possess the following skills/abilities:

- Exceptional customer service, communication skills and strong critical thinking abilities.
- The ability to anticipate needs and take ownership and action timely.
- Possess strong relationship building skill
- Able to interact with tact and diplomacy in a clear, courteous and professional manner when dealing with staff and clients.
- Superior organizational skills and demonstrated ability to multitask and self-direct. Able to work with a high degree of independent judgment.

- Must demonstrate leadership in stressful situations and act professionally when under pressure.
- Must have previous experience managing staff, in directing their workload as well as guiding staff growth and development.
- Must be computer literate and have a strong working knowledge of Microsoft Office programs especially Word, Excel, and Outlook. R2 renal software experience preferred.
- Driver's license with clean record preferred.

Physical Requirements:

While performing the duties of this job, the employee is regularly required to work seated at a desk for up to 3 hours at a time and to operate a keyboard. Requires walking primarily on a level surface for periodic periods throughout the day. Reaching above shoulder heights, below the waist or occasional lifting of up to 50 pounds is required. Proper lifting techniques are required. Specific vision abilities required by this job include close vision.

We truly value our staff and offer the benefits to prove it, medical, dental and vision insurance, a 401k plan, vacation, sick and personal leave, to name a few.

If you are a confident and articulate communicator capable of inspiring collaboration with all and possess the qualities and skill set listed above, we would like to meet you.

Salary is dependent upon experience and skill set.

To be considered please fax your resume to **845-215-0170** or email to **arricareers@arri.com**.

We require that you include your salary requirements for this role.

ARRI Rental is an equal opportunity employer.

ARRI Rental

Our products are Innovative, our customer service Legendary and our staff Dedicated.