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**Operations Manager**

**The Company:**

Flexx is a brand independent material handling equipment (MHE) company, specializing in renting and leasing of forklifts and allied equipment. Located in San Antonio TX, Flexx provides material handling and battery equipment solutions on a rental, lease and maintenance basis.  We focus on understanding middle market companies to large Fortune 1000’s clients’ production, distribution and retail operating environments, providing strong fleet optimization solutions to consistently reduce overall MHE spend in our clients environments to 25% while improving asset utilization and expanding operating flexibility. Flexx is a DBA of IEMFS which includes Flexx Rental, Flexx Term, and TFS Leasing.

**The Role:**

The Operations Manager will be responsible for all aspects of Flexx operations to include systems management, leasing and process development and lease administration. The Operations Manager is responsible for managing ALL assets on lease as well as the credit syndication approval process with outside lenders, securing documented credit approval terms and rates. The Operations Manager will develop banking relationships and design, implement and administer financing programs to fund a high volume of rental and leasing transactions and communicate and coordinate these practices across the team, customers, and banks to ensure all stakeholders are aligned. This position reports to the President, Flexx Operations.

The position requires the ability to build effective partnerships internally and externally, across all levels of the organization and will work closely with Sales, Operations, Logistics and Technology to improve overall efficiencies and optimize the way transactions get funded. Thought leadership, organizational credibility, business knowledge, high level of delivery, and decisive execution are the keys to be successful in this position.
 **Responsibilities:**

* Manage all aspects of the operations to include systems management, leasing and process development and lease administration.
* Manage process changes, enhancements and modifications to facilitate implementation of new or improved business processes.
* Pre Screen end user credits (pull D&B, SOS look ups, etc.) for quote purposes.
* Manage the credit syndication approval process with outside lenders, securing documented credit approval terms and rates.
* Coordinate and fully document all Flexx internal approvals.
* Manage documentation creation process for external or internal approvals, including UCC searches and filings / perfections.
* Communicate internally to sales team members and management on Approvals (External or Internal) , terms and rates as appropriate.
* Track and record all pertinent information relating to Credit, Documentation, funding status of all / each transaction across its lifecycle.
* Prepare and manage the document funding process with lenders.
* Lender interface on all equipment financing activity within Flexx.
* Participate in development and refinement of Flexx Operational Policies and Procedures relating to Credit and Financing terms.
* Primary interface with Flexx accounting for all invoicing, booking, billing collections and portfolio administration purposes.
* Providing timely and accurate tracking, forecasting and reporting on Flexx activities from Pipeline to Commenced and Residual investments on Flexx and IEMFS / TFS Leasing activities.
* Negotiate with customers to arrange payment plans and provide additional requested documentation.
* Maintain up-to-date aging reports, and be able to report to site Management current status as needed.
* Maintain quality control/satisfaction records, recommending solutions to complaints.
* Negotiate and communicate with Sales regarding credit decisions, recommend payment terms and credit limits to new and existing customers.
* Handle bankruptcies and minimize bad debt exposure.

**The Current Team:**

The Flexx Team is comprised of a geographically diverse group of seasoned industry professionals with significant professional background in a range of skills including material handling equipment procurement and asset lifecycle management, equipment leasing sales , marketing , operations , credit, syndications funding and portfolio management, equipment parts and service related to material handling and allied equipment, logistics and advanced transactional structuring required to meet client, lender and investor requirements in a successful and sustainable manner. Organization is responsible to manage existing client leases and associated equity investments; as well as, substantially grow the new business originations and portfolio growth slated for Flexx. Team members possess a professional profile, work well individually and as a part of a unit to accomplish vital goals and growth targets of the enterprise. Team operates in a fast paced, ever evolving environment continually seeking improved means and methods of enhancing performance and business process efficiencies while maintaining needed controls and reporting as needed for investors and lender partners.

**Resource Profile:**

The Operations Manager must be a “ground engaged”, results driven leader capable of building effective banking relationships and leveraging those relationships to get transactions funded. This individual must be capable of being very hands on, digging into the details and delivery across the tactical and transactional needs of the organization when necessary. The Operations Manager must have exceptional attention to detail and a high degree of flexibility, while still being process oriented. A positive and proactive attitude, outstanding organizational skills, the ability to prioritize and multi-task, and strong communication skills, both written and oral, are all critical to the success of this position.

The individual must have demonstrated problem resolution and decision making skills, and be able to maintain a balance between tenacious negotiating and effective relationship building skills. This role requires the ability to multi-task and execute both individual projects as well as broader strategic initiatives. Outstanding communication, interpersonal skills, information management, computer and math skills are critical to success in this role. This role requires an individual who can work in cross-functional teams to enable growth while managing financing exposure.

**Qualifications:**

* Bachelor’s degree required, MBA or similar advanced degree preferred.
* Demonstrated success working in highly collaborative environments with a track record of accomplishments in measurable business metrics.
* Detailed knowledge of credit and financing terms and credit syndication approval process, outside lenders, credit approval terms and rates.
* Experience in assessing portfolio/customer risk and establishing appropriate credit limits.
* Excellent verbal, analytical, organizational, writing and presentation skills
* Excellent project management skills including successful leadership of projects from planning phase through completion.
* Must possess innovative leadership, communication, delivery, consultative, partnership, and team building skills.
* Experience operational or credit disciplines in equipment leasing, commercial lending, mortgage loan or similar financial transactional environment preferred.