OPERATIONS

Operations Manager

JD NUMBER	REVISION	FLSA STATUS
JD-GEN-14	Rev 1 · 2026-08-08	Exempt (Executive/Administrative)
REPORTS TO	**PAY GRADE**	**LOCATION**
Chief Operating Officer	M2	Phoenix, AZ — on-site primary (per Employee Handbook Appendix H Operations designation); occasional off-site permitted with COO approval
SUPERVISES		
Operations Assistant (JD-GEN-13); future operations staff as the function scales		

POSITION SUMMARY

The Operations Manager owns Field Calibrations, Inc.'s complete non-technical operations function end-to-end — quoting, customer intake, receiving, invoicing, accounts receivable, accounts payable, purchasing, supplier qualification support, and non-technical vendor management. This is a scale role that activates as FCI's transaction volume, customer count, and revenue exceed the single-Operations-Assistant load. When filled, the Operations Manager assumes direct supervision of the Operations Assistant (JD-GEN-13), relieving the Chief Operating Officer of day-to-day operational supervision and freeing executive capacity for strategy, federal-capture, and laboratory technical oversight. The Operations Manager is a controlled-role owner for ISO/IEC 17025:2017 Clauses 6.6 (Externally provided products and services) and 7.11 (Control of records) as they apply to the operations and finance functions.

ISO/IEC 17025:2017 Alignment	Clause 6.6 — Externally provided products and services: owns the FCI Approved Supplier List (ASL) in coordination with the QA Manager, files supplier qualification evidence (accreditation certificates, ISO certifications), and coordinates annual supplier review; Clause 6.4 — Ensures purchase orders for reference-standard re-calibration go to NMI-traceable providers verified on the ASL before PO issuance; Clause 7.1 — Owns customer-order intake and review workflow; Clause 7.11 — Owns retention and control of operations and finance records (quotes, intake logs, invoices, AR/AP, purchasing) as controlled records subject to FCI's document retention schedule.
FCI Quality Program	Owns the FCI Approved Supplier List (ASL) in coordination with the QA Manager — adds new suppliers after qualification review, updates supplier accreditation certificate expiration dates, flags expired or suspended supplier qualifications to the QA Manager, and ensures all POs for calibration-critical supplies and services reference an ASL-approved supplier; files received calibration certificates from external calibration providers in the supplier qualification record for QA Manager traceability verification; owns the operational document control workstream (quotes, intake, invoices, AR/AP, purchasing) under the QA Manager's overall document control program.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Directly supervise the Operations Assistant (JD-GEN-13) — workflow oversight, coverage planning, performance feedback, hiring input, and coaching on customer handling, intake accuracy, invoicing quality, and record control.

- Own the operations function's monthly performance — on-time invoicing, quote response time, intake-to-work-order lead time, AR aging, and vendor payment-cycle metrics — and report performance to the COO monthly against defined targets.
- Own the accounts receivable function end-to-end — invoice issuance quality, aging monitoring, collections escalation, and month-end AR aging reporting to the COO by the fifth (5th) business day of the following month.
- Own the accounts payable function end-to-end — vendor bill entry accuracy, PO-to-bill matching, payment run scheduling, and month-end AP aging reporting.
- Execute and control FCI's purchasing function — approve routine purchases within authorization limits, source and negotiate with non-critical suppliers, obtain competitive quotes for purchases above defined thresholds, and submit above-limit POs to the COO for approval per the authorization matrix.
- Own the FCI Approved Supplier List (ASL) in coordination with the QA Manager — supplier onboarding, annual re-qualification requests, expired-qualification flagging, and ASL currency for both calibration-critical and non-critical suppliers.
- Manage FCI's corporate credit card and expense reimbursement programs — monthly reconciliation, expense coding, policy compliance monitoring, and reconciled statement submission to the COO by the defined close date.
- Coordinate operational planning with the Laboratory Manager (JD-GEN-03) on lab capacity, intake load, dispatch scheduling, and shipping resource allocation.
- Coordinate financial planning inputs to the COO — monthly bank reconciliation quality assurance, cash-flow projections tied to AR aging and AP scheduling, and annual budget preparation support.
- Coordinate with the Business Development Manager (JD-GEN-15) and Account Manager, Key Accounts (JD-GEN-16) on contractual pricing accuracy, key-account billing conventions, and government-contract invoicing compliance.
- Own the annual financial-review and external-audit interface — organize records, supply requested documentation, and coordinate the field-work window with the auditor and the COO.
- Own the operations function's process documentation — SOPs for quoting, intake, invoicing, AR/AP, and purchasing — keeping documents current under the QA Manager's document control program.
- Support the QA Manager's internal-audit program by hosting audits of the operations and finance functions and closing corrective actions arising from audit findings within committed target dates.

REQUIRED QUALIFICATIONS

- Bachelor's degree in Business Administration, Accounting, Operations Management, Supply Chain, or a related field; equivalent combination of education and eight (8) or more years of progressively responsible operations or finance experience may substitute.
- Minimum five (5) years of experience owning or co-owning an operations, finance, or purchasing function in a technical services, laboratory, or manufacturing environment; at least two (2) years in a supervisory or lead capacity.
- Demonstrated proficiency in QuickBooks (Desktop or Online) at the level required to review, correct, and approve AR/AP, purchasing, and reconciliation work performed by direct reports.
- Working knowledge of ISO/IEC 17025:2017 supplier-qualification and record-control requirements (Clauses 6.6 and 7.11), or equivalent working knowledge of another quality-management standard (ISO 9001, AS9100).
- Demonstrated ability to design and enforce process controls, SOPs, and authorization matrices in an operations function.
- Strong written and verbal communication skills for customer, vendor, staff, auditor, and executive audiences.
- Working knowledge of Arizona and federal wage-and-hour, payroll-tax, and expense-reimbursement compliance sufficient to supervise a non-exempt operations assistant.

PREFERRED QUALIFICATIONS

- Prior experience in a calibration laboratory, metrology environment, or ISO/IEC 17025 accredited services organization.
- Experience with government contract vehicles (SBA 8(a), Buy Indian Act, IDIQ, FFP, T&M;) and government-contract invoicing conventions.
- Experience owning purchasing and supplier qualification for a laboratory operating under ISO/IEC 17025, ISO 9001, or AS9100.
- QuickBooks ProAdvisor certification or an equivalent advanced QuickBooks credential.
- Prior experience implementing or scaling an operations SOP library under a documented quality-management system.
- Familiarity with MET/TEAM, MET/CAL, Indysoft Calibration Manager, or CalStudio.

PHYSICAL DEMANDS & WORK ENVIRONMENT

Physical demands	Primarily sedentary office work at a computer workstation. Occasional movement of office supplies, records boxes, or equipment packages (up to twenty-five (25) pounds). Extended periods of computer use for financial data review, reporting, and supervisory oversight.
Work environment	Climate-controlled office environment adjacent to a temperature- and humidity-controlled calibration laboratory. Occasional presence in receiving/dispatch and laboratory areas for supervisory purposes. This role handles sensitive financial, contractual, and personnel information — discretion and confidentiality are essential requirements of the work environment.

SCOPE OF DUTIES

This position description is not exhaustive. The employee is expected to perform other duties and responsibilities as required to support Field Calibrations, Inc.'s operations, its accreditation, and its customers. Responsibilities and duties will evolve based on acquired skills, completed training, business needs, and opportunities identified by leadership. This position offers growth opportunities within Field Calibrations, Inc. for employees who demonstrate initiative, reliability, and continued professional development. Management retains the right to add, remove, or modify duties and responsibilities at any time to support the operational, quality, and strategic goals of Field Calibrations, Inc.

EQUAL EMPLOYMENT OPPORTUNITY

Field Calibrations, Inc. is an equal opportunity employer. We do not discriminate on the basis of race, color, religion, national origin, sex, age, disability, veteran status, sexual orientation, gender identity, or any other protected status.

VETERAN HIRING PREFERENCE

Field Calibrations, Inc. observes a veteran hiring preference across all positions. Qualified veterans and transitioning service members are strongly encouraged to apply and will receive preferential consideration consistent with applicable state and federal law and FCI hiring policy.

APPLICANT ACKNOWLEDGMENT

By signing below, I confirm that I have read this job description and understand the duties, qualifications, and working conditions of this position.

Signature _____ **Date** _____

Printed name _____