



dottedline.agency
8000 Franklin Farms Drive • Richmond, VA • 23229

Open Position - Business Operations Director

Dotted Line is a fast-growing creatively driven, strategic marketing firm with a roster of regional and national accounts.

We are looking for a seasoned, effective **Business Operations Director** to lead building the infrastructure needed to secure the functionality of the business and drive sustainable growth. This includes leading the efficiency of the business and the effectiveness of the agency's team members. The Business Operations Director will be a key member of the leadership team, reporting to the Chief Executive Officer.

Responsibilities:

Internal Operations and Finance

- Staffing (utilization and capacity)
- Manage business costs
- Oversee daily operations of the company (IT, Finance, HR, Facilities)
- Set internal goals for performance and growth
- Track performance by analyzing and interpreting data and metrics
- Manage relationships with key vendors

Talent Strategy and People Leadership

- Oversee recruiting function
- Improve onboarding process in place and ensure consistency across people leaders and hiring managers
- Lead team members to encourage maximum performance and dedication
- Develop and oversee internal communications system and process
- Lead learning and development initiative for the agency
- Establish practices that promote company culture and vision
- Lead culture-building activities, diversity and inclusion initiative

Process Execution and Special Projects

- Map, document, and track agency systems, processes, and workflows
- Take on or manage special projects
- Participate in expansion activities

Desired Experience:

- Bachelor's degree or equivalent



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- At least 15 years of previous experience in an agency or professional services role or similar operations role
- Experience in a similar position in a growing agency is a plus

Key Skills and Competencies:

- Proven ability to develop and implement processes, working with large teams to collaborate and put structure in place.
- Working knowledge of finance and operations metrics in consultancy or agency
- Working knowledge of HR practices
- Strong passion for people and leadership in small business
- Outstanding organizational and leadership abilities
- Excellent interpersonal and communication skills
- Aptitude in decision-making and solution-finding
- Creating a "we can do it" culture and fostering a growth mindset
- Operates with a sense of urgency

Why Should You Apply?

- Opportunity to work closely with and contribute to a great team of experienced advertising leaders
- Opportunity to contribute and build a growing business
- Chance to make a difference across a diverse team of passionate team members and a positive environment
- Competitive salary and profit share opportunities
- Strong benefits include paid time off, healthcare, and retirement

Interested?

Please send your resume to Charles Chareunsy at charles@dottedline.agency.