



Open Position – Director of Agency Operations

Dotted Line is a fast-growing, strategically led creative agency with a roster of regional and national accounts.

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

Responsibilities:

Internal Operations and Finance

- Oversee agency staffing (utilization and capacity)
- Play a leading role in compiling the agency budget and growth strategy
- Oversee the company's daily operations (IT, Finance, HR, Facilities)
- Set internal goals for performance and growth
- Track performance by analyzing and interpreting data and metrics; establish quantitative and qualitative metrics, guidelines, and standards to evaluate the agency's efficiency and effectiveness; and identify opportunities for improvement
- Manage relationships with key vendors

Talent Strategy and People Leadership

- Oversee the recruiting process and work with external recruiters
- Improve the existing onboarding process and ensure consistency across all people leaders and hiring managers
- Lead the performance review process, including the development of templates, timelines and improvements
- Motivate team members to encourage maximum performance and dedication
- Develop and oversee the agency internal communications system and process
- Manage the learning and development initiative for the agency
- Establish practices that promote the company culture and vision
- Lead culture-building activities and the 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



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Desired Experience:

- Bachelor's degree or equivalent
- At least 15 years of previous agency experience
- Experience in a similar position with 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 agency finance and operations metrics
- 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
- Ability to operate with a sense of urgency

Why Should You Apply?

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

Interested?

Please send your resume to Kay Larkin at kay@dottedline.agency