



Position: Operations Manager – Construction Technology

Department: Aftermarket

Reports To: Construction Technology Manager

Supervises: Parts and Service Team Members

Job Group: First/Mid-Level Officials and Managers

Exempt or Non-Exempt: Exempt

Job Description:

The Operations Manager is responsible for overseeing the daily administrative, financial, and operational functions of the Murray store. This role provides leadership and direction to administrative staff while partnering closely with store leadership, Accounting, Parts, and Service teams to ensure efficient business processes, financial accuracy, regulatory compliance, and exceptional customer and employee experiences. The Operations Manager drives operational excellence through employee development, process improvement, and effective execution of branch initiatives that support overall store performance and profitability.

At RDO Equipment Co., we make decisions thoughtfully, balancing the impact on each of our stakeholders, and enact those decisions according to each of our core values. In this way, we find purpose in our work and pride in our purpose.

Specific Duties Include:

- Lead, coach, and develop administrative employees through regular one-on-one meetings, performance discussions, coaching, and feedback.
- Support talent development initiatives, including onboarding, training, and 90-day and annual performance reviews.
- Partner with the Accounting department to reconcile and clear subledger transactions, process daily deposits, and support Accounts Receivable (AR) and payroll activities.
- Collaborate with the Parts department to monitor and resolve open pick packs, inventory discrepancies, and related administrative tasks.
- Work closely with the Service department to ensure work orders are completed and closed in a timely manner.
- Review and approve vendor invoices, employee timecards, and other workflow items through FileBound.
- Manage office supply inventory, purchasing, and general administrative support to ensure efficient branch operations.
- Provide exceptional customer service by assisting customers with general inquiries, account questions, and issue resolution.
- Serve as a point of contact for vendors regarding Accounts Payable (AP) inquiries and payment-related questions

- Assist store leadership with administrative projects, reporting, and operational initiatives as needed
- Identify opportunities to improve administrative workflows, accuracy, and operational efficiency across the branch.
- Follow all safety rules and regulations while performing work assignments and adhere to all policies and procedures as specified in company manuals and as directed in the employee handbook.
- Conduct self in the presence of customers and community to present a professional image of RDO Equipment Co.
- Proactively seek and participate in available company-sponsored training, to develop and advance knowledge base and skill set.
- Participate in all company/location driven communication efforts, including open book meetings, huddles, department meetings and other related efforts.
- Maintain a positive and professional working relationship with peers, management and support resources, with a constant commitment to teamwork and exemplary customer service.
- Perform all other duties as assigned by management in a professional and efficient manner.

Job Requirements:

- Previous supervisory or management experience, with the ability to lead, coach, and develop team members in a fast-paced environment.
- Experience in equipment, aftermarket parts, or service support, with a solid understanding of operational processes and customer expectations.
- Strong customer service skills, including the ability to build relationships, address concerns, and deliver solutions in a timely and professional manner.
- Excellent oral and written communication skills, with the ability to work effectively with customers, team members, and leadership.
- Proficient computer skills, including experience with business systems, service platforms, and standard office applications.
- Strong organizational and problem-solving skills, with the ability to prioritize tasks and adapt to changing business needs.
- College degree in a related field preferred, or an equivalent combination of education and relevant experience.
- Candidates must have valid work authorization and be able to work in the U.S. without company sponsorship.

Essential Job Functions:

Activity	Never	Occasionally	Frequently	Constantly
Hours Per Day	0 Hours	Up to 3 hours per day	3-6 hours per day	6-8+ hours
Sitting			X	
Walking		X		
Standing			X	
Bending (neck)		X		
Bending (waist)		X		

Squatting		X		
Climbing		X		
Kneeling		X		
Crawling		X		
Twisting (neck)		X		
Twisting (waist)		X		
Hand Use: Dominant Hand Right___ Left___			X	
Is repetitive use of hand required?			X	
Simple Grasping			X	
Power Grasping	X			
Fine Manipulation			X	
Pushing/Pulling		X		
Reaching (above shoulder level)		X		
Reaching (below shoulder level)		X		
Lifting:				
0-10 lbs.				X
11-25 lbs.		X		
26-50 lbs.		X		
51-75 lbs.	X			
76-100 lbs.	X			
Carrying:				
0-10 lbs.				X
11-25 lbs.		X		
26-50 lbs.		X		
51-75 lbs.	X			
76-100 lbs.	X			
Driving cars, trucks, forklifts, other equipment?			X	