



Job Description – Operations Manager

WHO WE ARE

Travel Divas is an award-winning, and premier, travel company that specializes in group travel management. Our concept is a unique one in that we create travel events around the world and host them ourselves.

We curate 60+ travel events throughout the year. Established in 2007, we have continued to move to greater heights every year. We are not your regular travel agency, but we have infused our unique approach. Throughout the year, our community of travelers happily participate in both domestic and international events.

WHY WE DO WHAT WE DO

We believe in “Black Girl Magic.” Our mission at Travel Divas is to offer destinations and travel events that many women in our community would not imagine traveling to on their own.

We want women who travel with Travel Divas to always love our adventures thoroughly and often return to check another destination off their bucket list.

POSITION OVERVIEW

Travel Divas is looking for an **Operations Manager** who will help the company more effectively accomplish its mission and make sure this ship runs smoothly, and can grow, as their core responsibility. As the Operations Manager, you will be managing the team, act as the right hand to the COO, and helping to exponentially grow our 8-figure company.

Does this sound like you?

Are you passionate about creating infrastructure and systems while building a motivated team?

Do you move quickly, take initiative, and love to innovate and make things run more smoothly?

Are you able to hold multiple threads at one time while staying focused on both the details and the 360' view of everything?

If so, this might be the role for you!

ABOUT THE ROLE

- You will develop, implement, and execute the internal operations of the business in 4 main areas:
 - Team Management: Design and implement ongoing staffing and organizational structure as well as manage and lead operations, marketing, and customer support team
 - Data & Metrics Tracking: Establish and maintain metrics and reporting protocol for metrics + KPIs for the team.
 - Project Management : Collaborate with our COO to bring new ideas into executable project plans
 - 360- Degree View of Business: Understand where we are, and executing on the business strategies to reach our future business goals
- You'll spend most of your work hours translating the COO's ideas and the business goals into actionable plans and leading the team to execute.
- You'll be part of the leadership team and report directly to and serve as the right hand to the COO.



- You are responsible for building the infrastructure of our organization and building a motivated team that will help us achieve our company goals—as well as supporting the overall vision of the COO by driving the operational vision of our organization.
- Overseeing business operations while communicating with and managing the team.
- Driving and managing the tactical delivery of ongoing projects in the company deliverables for all company initiatives and you will be the primary link between the COO and the team.
- Defining each team members' role, KPIS, and ensuring each member is following company processes and systems.
- Supervising all employees and contractors and conducting weekly team check-ins to ensure maximum performance for the team.
- Setting deadlines for various projects and ensure team members are meeting them.
- Keeping the entire team up to date about what's going on in the business, so everyone is on deck and understands priorities.
- Creating our team meeting process and running strategic team meetings.
- Supervising customer support functions and team members.
- Delegating tasks, and supervising project management tools, ensuring all tasks are on track.
- Review SOPs and implement a plan for full documentation.
- Ensuring all systems and processes in the business are as up-to-date and efficient as possible, refining when needed - including creating and documenting SOPs, file management, and internal systems.
- Setting monthly project goals for company and individual team members and ensure metrics are met and tasks are completed on time.
- Leading Quarterly Planning and Strategy Session, plus Yearly Planning Day with COO
- As the CEO's right hand, you are a sounding board and strategic partner to take her big ideas and bring them into form with the help of a team. You must know how to turn her ideas into project plans and tasks to manage and lead the team towards goals.

ABOUT YOU

- You have a fierce sense of loyalty and committed to the success of Travel Divas 100%.
- You love to be part of a team while simultaneously leading and delegating others to a specific outcome.
- You're a cheerleader that looks out for your people but can also deliver hard news when needed.
- You take ownership - you know pointing fingers doesn't get you anywhere and you're always looking for the part you've played.
- You have impeccable follow through - your word is your bond. If you say, "Thursday at 5pm", you make that happen.
- Attention to detail is your superpower.
- You have the incredible ability to hold a larger, strategic vision while knowing exactly how to break projects down into actionable tasks.
- Systems, numbers, metrics, and spreadsheets are tools you use to communicate results and progress.
- You are highly efficient - always looking to systematize, organize and improve.
- Your brain is always three steps ahead of everyone else - you are so good at playing situations out, seeing the gaps that need to be filled, and preparing for a variety of scenarios.
- You have exceptional written and communication skills.
- You love a good challenge and enjoy seeing the job from idea to implementation to completion - all while leading and keeping the team excited and focused.
- You're able to take feedback and implement it and can push back when you spot something that might affect the business.
- You are confident, outspoken, and will be comfortable keeping the COO on task based on our goals.

REQUIRED QUALIFICATIONS + KNOWLEDGE

- Previous experience and solid understanding of marketing and operations for an online business.
- Corporate Work experience is a plus.
- Ability to analyze data and identify issues/root causes
- Demonstrated experience creating dashboards, tools, and metrics to track progress and goals
- Knowledge of how to benchmark and adjust based on industry trends

**DETAILS**

- This role will be a full-time, W2 employee.

DETAILS

- Work location is in Atlanta. Position is a regular, full-time position, Monday-Friday 9-6 pm EST.
- Must have own computer and reliable access to Wi-Fi, internet, and phone.
- Must have a valid U.S. Passport
- Must be fully vaccinated.
- Benefits include paid holidays, paid vacation and 3 paid trips annually will be part of the compensation package.