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Stria, an Inc 5000 company, is a regional provider of document management and business process services. The company is a privately held, forward-leaning organization with a deep focus on document imaging, reprographics, records management and mailroom services. Stria's business model is based on the notion that documents impact lives and livelihoods.

Stria provides services to a number of vertical markets including energy, government, health care, financial services and wealth management.

More information can be found online at www.Stria.com/careers.

Position	Director of Operations
Location	The position is based in Bakersfield, California
Summary	<p>This Senior Management position is perfect for a reliable and hardworking leader who wants to build and maintain a next-generation document management services center.</p> <p>The ideal candidate has a track record of success in managing mail centers, file rooms and/or business process outsourcing (BPO) operations. This manager should have experience in mailroom operations, call center operations or file room management. Model candidates will have experience with high-level client interactions. Previous experience working in a BPO environment a must.</p>
Qualifications	<p>Ideal qualifications include but are not limited to:</p> <ul style="list-style-type: none">• Passion for creating and maintaining world-class document management operations.

- Highly interested in digital mail rooms, online document management and next generation mail centers.
- Expertise in mailrooms, file rooms and/or reprographic services.
- Bachelor's degree in Business Administration.
- Three to five years' supervisory and managerial experience in a file room, reprographics or mail center environment.
- Minimum five years administrative management experience required, preferably in a reprographics/imaging environment.
- Financial awareness and knowledge of P & L operations and budget forecasting preferred.
- Certification as a Mail & Distribution Systems Manager (CMDSM) is desired.
- Superb in time and project management activities; Ability to ensure efficient and accurate completion of projects.
- Topnotch organization and presentation skills; Ability to meet with and market ideas to colleagues and clients.
- Proven leadership skills to effectively implement change, manage performance, develop and motivate a world-class team.
- Strong knowledge of FedEx and UPS procedures, regulations and processing systems.
- Strong customer service skills received from both formal and hands on training, and experience with dedication to customer satisfaction.
- Possess strong computer skills with working knowledge of Microsoft Office applications (Excel, Word, Access, PowerPoint, Visio) in a windows environment

Responsibilities

Responsibilities include but will not be limited to:

- Provide excellent service to clients in areas that include but are not limited to Mail, Print, File Room, Document Imaging and MFD Fleet Management.
- Function as a liaison between the client, 3rd party vendors and

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- Ensure that all contractual goals and SLAs are achieved.
- Identify areas of opportunity to grow the business footprint.
- Ensure proper maintenance and usage of all equipment and supplies.
- Ensure production targets onsite are met daily, weekly, and monthly.
- Interface with the client, operations team, and corporate departments as necessary.
- Initiate communication and problem solving with regard to customer concerns.
- Recommends Service Enhancements & Value add to clients.
- Manage budget and control expenses effectively.

Compensation

Stria offers competitive pay, generous time off, health insurance and participation in 401K.

To Apply

Send a cover letter and resume to Careers@Stria.com

For more information visit <http://www.stria.com/careers/>

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