Mac Consulting Group, Inc.

Job Description:
Chief Operating Officer

Responsibilities include:
Operations

- Support and advise the CEO in decision making
- Manage staffing requirements as needed.
- Establish procedures to improve procedure and processes.
- Along side CEO and CFO:
    - Oversee risk management and legal activities: letters of agreement, contracts, leases, and other legal documents and agreements
- Business insurance: procurement, monitoring and management
- Information technology – working with the manager of information technology, ensure the ongoing maintenance and updating of information systems and infrastructure, including hardware, software, and ASP applications
- Organizational reporting and monitoring: provide guidance and leadership through management of the Mac Gallery metrics and measurement reporting process
- Office management: oversee administrative functions for all Mac Gallery offices nationwide, ensuring smooth daily operations of physical plant and equipment
- Board of directors – working with the CEO provide staff support and guidance to the Mac Gallery board and act as staff liaison to relevant board committees
- Manages multi-facilities operations.
- Responsibilities require resolution a variety of issues, involving people, resources and sales programs.
- Applies knowledge of planning and management to large-scale retail operations.
- Frequent external contacts with customers to provide retail services and to resolve complaints, and with vendors concerning merchandise.

Human Resources

- Recruitment, hiring, and compensation
    - Benefits administration and oversight
    - Professional training and development, including new employee orientation
    - Retention strategies
    - Regulatory oversight and legal compliance
- Ensuring that the human resource function is properly resourced and represented within the CEO & CFO
- Investigates and reports robberies, break-ins and shoplifting at retail outlets and ensures compliance with federal and state statutes and regulations.
- Ensures implementation of network database management and the proper interfacing with warehouse distribution software applications.
- Direct subordinate managers

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Qualifications:

- 1-2 Years Management is preferred
- Proficiency with Mac OS X Operating System
- Knowledge of Apple Software Suites i.e. iLife, iWork
- Advanced word processing and technical skills using Microsoft Word, Excel, and PowerPoint.
- Strong interpersonal skills, able to maintain confidentiality.
- Able to work independently in a fast-paced changing environment,
- Exercises good judgment, demonstrates strong work-ethic, and takes pride in their work.