



# OPERATIONS MANAGER

Full-Time in Scituate, MA

*Looking to make an impact in the lives of tactical athletes? Apply here to serve as part of a dedicated team that supports the men and women who keep our communities and nation safe.*

## O2X Mission & Overview

At O2X, we improve the lives of tactical athletes through world class Human Performance programs. We work with a wide range of clients, including more than 100 federal, military, and municipal organizations to elevate culture, support healthy lifestyles, and reduce healthcare costs associated with injuries and illnesses. Fueled by our shared desire to help others, our team strives to make our clients (and ourselves) 1% better every day.

In 2021, the O2X Operations Division conducted more than 160 training events nationwide, totaling over 455 days for 4,250+ tactical athletes. The team organized 954 gear shipments and booked 1,195 specialists and instructors, while targeting, recruiting, and training 100 new experts for the team. This fast-paced and challenging role will be tasked with supporting this critical sector of O2X through continued expansion and scale.



## Job Description

The Operations Manager will be responsible for supporting the on-site and virtual O2X training and education programs including specialist training, and staffing; event planning and client coordination; forecasting people and equipment needs; logistics and inventory management; and staff training and feedback. A successful Operations Manager will communicate effectively; possess exceptional project management skills and a sharp attention to detail; and be motivated to work closely with a diverse group of human performance experts and tactical athletes.

## Key Responsibilities

- Design and implement comprehensive HP specialist on-boarding, training, and assessment programs for all new specialists
- Support Director of Operations with all department planning and execution of services
- Lead planning and execution of logistics efforts to support events through management of process, projections, and workflow
- Provide quality control of program delivery and ensure client satisfaction with all O2X products
- Organize events, streamline functions, improve efficiency, and reduce costs related to execution and program delivery
- Identify and implement new technologies and tools to enhance operational delivery of services
- Day-to-day responsibility for preparing, shipping, and receiving gear; inventory control; resupply; and warehouse storage

## Requirements

- Bachelor's Degree and/or public safety or military service
- Exemplary written and interpersonal communication skills
- Willingness to travel to O2X events (~1-2x/month)
- Superior organization and multi-tasking skills, including proficiency with spreadsheets and project management tools

## Desired traits

- Professional experience as a tactical athlete or working with tactical athletes
- Thorough understanding of the benefits of maximizing human performance
- Experience coordinating large scale events or operations
- Creative and innovative with a desire to enhance customer experience

## Compensation and Benefits

- Competitive compensation
- 401k with company contribution
- Health benefits
- Paid Time Off including Federal Holidays

## INTERESTED APPLICANTS

Complete the application [here](#).

Please reach out to [tessa@o2x.com](mailto:tessa@o2x.com) with any questions.