JMPO is a professional organizing and move management service provider whose work goes beyond project management and logistics. We help clients navigate significant life transitions with professionalism, compassion, and expertise. Every project presents a unique opportunity to make a meaningful difference in the lives of individuals and families.

Head of Operations

We are currently seeking a full-time **Head of Operations** who will be a key member of the leadership team, acting as the owner's right hand to embrace the full spectrum of our client service operation from project planning and execution to managing the organizers to overseeing client sales and auctions and managing client relationships at all phases.

Core responsibilities for this position include but are not limited to:

- **Team Leadership:** Managing, scheduling, mentoring, and hiring a team of professional organizers. Working with administrative team members to appropriately delegate and track back-end task work.
- **Project Management:** Planning and oversight of estate organizing and move management projects, ensuring commitments align with team capacity, support of client property liquidation channels
- **Vendor Relations:** Maintaining relationships with external vendors and approve invoice payment, oversight of commission receipts.
- **Systems & Processes:** Designing, developing, and refining operational workflows to ensure organizing projects are executed efficiently.
- **Client Relations:** Handling high-touch client inquiries, estimates, project scopes, and follow-ups.

As Head of Operations, you will:

- Serve as the business backbone, allowing our team of organizers to focus entirely on hands-on decluttering, move coordination and space design.
- Be a key member of the leadership team with direct access to executive decision-making
- Lead a growing organization where your ideas, systems, and leadership will have visible impact
- Build and develop a team culture centered on accountability, excellence, and client service
- Create operational improvements that directly influence company performance and future growth
- Enjoy flexibility through a primarily remote work environment while remaining connected to a collaborative and mission-driven team

Required Skills and Experience

- No fewer than 10 years of professional experience in operations and/or project management experience in a service-based business such as move management, estate management, home organizing, logistics, or related field.
- Proven strong leadership, organizational, and problem-solving skills, with the ability to manage multiple projects and priorities simultaneously while maintaining a high level of accuracy and attention to detail.
- Demonstrated experience successfully managing multiple concurrent projects
- Bachelor's degree in a related field highly desired; equivalent experience will be considered.

The salary range is expected to be between $85,000 - $125,000 commensurate with experience and qualifications. JMPO offers a SIMPLE IRA retirement plan to eligible employees and paid sick leave in compliance with current California regulatory requirements. There is presently no medical insurance benefit available.

Organizing and Move Management

Employees must have reliable transportation to serve clients in Santa Clara, San Mateo, Alameda and Contra Costa counties. Work hours are expected to fluctuate between 30-40 hours/week.

Qualified candidates are encouraged to apply by forwarding a cover letter and your resume to: Hiring@JMPOestate.com. Please include the following in your letter: Why you are attracted to this company, restrictions to your availability if any, and whether you have read through our website.

JMPO is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. All employment decisions are based on business needs, job requirements, and individual qualifications. We strictly prohibit discrimination and harassment of any kind based on race, color, religion, religious creed (including religious dress and grooming practices), national origin, ancestry, citizenship, physical or mental disability, medical condition (including cancer and genetic characteristics), genetic information, marital status, sex (including pregnancy, childbirth, breastfeeding, or related medical conditions), gender, gender identity, gender expression, age (40 and over), sexual orientation, veteran or military status, reproductive health decision-making, cannabis use, or any other characteristic protected by federal, state, or local laws.