

Job Title: Operations Manager



Company: Lanthorne by Front Light Building Co.

Location: Ridgeland, SC

Position Type: Full Time, Exempt

Reports To: Director, Construction Operations

About Us: Front Light Building Co. is a premier construction and development firm dedicated to creating innovative and sustainable real estate solutions. We pride ourselves on our commitment to excellence, community engagement, and forward-thinking development strategies. Our projects span residential, commercial, and mixed-use developments, aimed at enhancing the communities we serve.

Role Overview: The Operations Manager will oversee and optimize critical pre-construction, construction, and warranty processes to ensure sustainable, high-quality operations. This role is responsible for developing and implementing standardized workflows, managing master plan and option pricing systems, ensuring seamless integration with purchase order generation. The Operations Manager will lead warranty programs, guiding homeowners through maintenance best practices and managing warranty with tact and professionalism. The ideal candidate will be proactive, financially astute, skilled in negotiation, and adaptable to an entrepreneurial, fast-paced environment—always prioritizing quality, reputation, and client relationships.

KEY RESPONSIBILITIES

- Drive various pre-construction processes needing to be initiated and established for sustainable operations, including the following: master plan option management and relation to pricing, option management relation to PO generation, establishing a central scheduling process and cadence to maximize evenflow build model, creating standard templates and process documentation, and other similar type efforts.
- Assist in establishing the vendor setup process and execute initial vendor setup, qualifications, and insurance verification.
- Establish a comprehensive warranty process focused on helping customers understand how to maintain their home effectively. Manage and maintain homeowner warranties and communicate with homeowners to remedy issues.
- Determine repairs to be made and communicate repairs needed to the field and office staff.
- Identify deficient work and provide resolutions. Create a work plan to manage and complete projects.
- Communicate and coordinate with subcontractors regarding work orders and schedules.
- Verify completion of subcontractor work during warranty. Managing job site safety compliance and cleanliness.
- Learn and help manage Builder Trend; update daily activities.
- Assisting with various phases of new construction projects, include the close-out process.
- Drive the closing coordination with homeowners, lenders, and internal departments.
- Function and adapt within an entrepreneurial environment, be a team player.
- Improve and maintain the company's reputation among the competition, such as fortifying our quality, customer service, and execution. Never sacrifice quality.
- Develop and maintain customer satisfaction to continually improve buyer acceptance and satisfaction ratings.
- Conduct repair inspections with homeowners, utilizing extreme tact and diplomacy.
- Maintain positive relationships with customers, contractors, suppliers, and other employees.

QUALIFICATIONS AND SKILLS

- Proficiency in reading and interpreting project drawings and contract documents.
- Experience in real estate development or construction with excellent coordination and negotiation skills.
- Ability to analyze costs, identify budget efficiencies, and manage financial documentation.
- Strong documentation and process development skills to establish scalable and repeatable workflows.
- Proactive, self-motivated individuals willing to take initiative and adapt to changing priorities in a fast-paced setting.