

## Operations Manager Job Description

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### Operations Manager Job Responsibilities:

Serves customers by planning and implementing day to day operations; improving systems and processes; managing staff.

### Operations Manager Job Duties:

Accomplishes organization goals by **accepting ownership** for operational deliverables.

Ensures **Operational Quality** by monitoring employee performance; proactively identifying and resolving operational problems; managing system and process improvement and quality assurance programs.

Determines **operational efficiency** by conducting needs assessments, performance reviews, capacity planning, defining user requirements; establishing productivity, quality, and customer-service standards.

Accomplishes **human resource objectives** by recruiting, selecting, orienting, training, assigning, coaching, counselling, and disciplining employees; administering scheduling systems; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures.

**Prepares performance reports** by collecting, analyzing, and summarizing data and trends.

### Operations Manager Skills and Qualifications:

Customer Focus, Customer Service, Verbal Communication, Process Improvement, Problem Solving, People Skills, Teamwork, People Management, Managing Processes, Emphasizing Excellence

### Experience:

Minimum 8 Plus Years of experience as an Operations Manager in Call Centre BPO or IT Services Company, managing 20 Plus employees.