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# Example of Assistant Manager / Manager Operations Job Description

Our company is looking for an assistant manager / manager operations. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for assistant manager / manager operations

* Monitoring the team email accounts and flagging any issues as appropriate
* Managing responsibility for the emergency phone on a rotational 24/7 schedule
* Other duties, as assigned by the Regional Operations Manager
* Team Development - Drives the development and training of all associates
* Work experience- Minimum of 2 years retail leadership experience
* Drives Change - Adapts quickly to changing situations with energy and a positive attitude
* Shows Courage – A confident leader
* Acts as a liaison between all WFM towers and IBM Operations and clients
* Review, validate and ensure timely delivery and accuracy of reports prepared by Intraday Analysts from other WFM towers (Forecasting, Capacity Planning, Scheduling and PRCOE)
* Ability to extract, manipulate and present data from WFM application /manual platform

## Qualifications for assistant manager / manager operations

* Able to write queries and understand system structure / data flow will be an advantage
* Experience working within Operations within the travel industry a strong asset
* Education in Travel and Tourism or a related field highly desired
* Familiarity with the regional geography
* Superior attention to detail with great organizational skills
* Innovative thinker with a flexible and positive attitude