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# Example of Assistant Manager / Manager Job Description

Our company is growing rapidly and is hiring for an assistant manager / manager. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for assistant manager / manager

* Be the main point of contact/manager for his or her entire team for all questions, comments and concerns
* Track, measure and report on agreed daily, monthly and quarterly metrics to the all stakeholders
* Provides coaching and training to team members as appropriate and according to the specific needs of the individual and the group
* Identifies areas for improvement across the team and proactively takes steps to improve upon these weaknesses by offering ideas for individual and group training
* Effectively motivates and rewards the team insuring good overall morale
* Conducts performance reviews of each team member and explains/sets career development paths and opportunities for team members
* Communicate any questions, issues or recommendations with regards to process, workflow, technology, methodology, team morale to all stakeholders
* Provide floor support by answering questions, solving issues that come up throughout the day
* Monitor production and quality for all researchers onsite
* Ensure adequate engagement levels of the staff to drive business results

## Qualifications for assistant manager / manager

* Relevant work experience in credit card/analytical set up is required
* Work experience on Fraud Analytics/Detection is preferred, but not a strict requirement
* Basic knowledge of SAS/SQL/UNIX/Excel is required and must have used the same in his/her previous work set up
* Bachelor’s degree required in Economics/Mathematics/Engineering/Statistics/Operations Research/Computer Applications
* Knowledge on Data Science (Hadoop/Big Data/Machine Learning) and Kaggler is preferred, but not a strict requirement
* Coach, develop and maximize the success of SIX all associates