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# Example of Back Office Manager Job Description

Our company is growing rapidly and is looking for a back office manager. 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 back office manager

* Analyzing current sales back-office processes across different regions & business platforms to identity improvement opportunities to increase the quality of sales support, to capture the efficiency gains and to drive customer experience across all touch points
* Building on our draft roadmap on how the sales back-office processes need to be organized and help to develop the necessary tools that set the standards
* Developing and especially implementing insightful and actionable sales back-office processes and reporting to enhance business decision making capabilities for Sales Management
* Supporting the development of performance plans and metrics for the sales back office teams
* Supporting the development and implementation of a training curriculum for the sales back offices
* Fostering best practice sharing of sales back-office processes amongst relevant functions
* Collaborate with leadership team to define governance and standards for both process documentation and email communications
* Gather and document requirements for new systems and system changes from stakeholders to access impact to Back Office operations, and align deliverables to the program
* Responsible for coordinating team efforts, interacting with and supporting both internal and external business stakeholders, and assigning and/or completing all required project tasks to completion within project timelines
* Publish and maintain project documentation including tasks lists, scope, task assignments, project requirements, issues lists, implementation schedules, individual tasks, deliverable progress trackers, progress updates, and other project components

## Qualifications for back office manager

* ACH Processing Experience
* Bachelor’s degree in a Computer or Engineering discipline
* Minimum of 5 years of experience in Project and Program Management in an Agile environment leading cross-functional software teams
* Solid track record of delivering innovative technology products, with successful adoption in the market
* Ability to work in a complex, diverse and changing environment
* Demonstrated experience leading products across front, mid and back office