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# Example of Customer Operations Manager Job Description

Our innovative and growing company is hiring for a customer operations manager. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for customer operations manager

* Accountable for managing the performance optimisation of the insight platform that supports/enables the Customer Insight department to deliver existing and required activities
* Lead and be responsible for the overall initiatives related to sourcing and delivering quality data to the Insight Platform, the development of enterprise-wide data quality and management standards
* Manage and develop Insight Systems Service Management, Incident Management and Change Management with IS and third parties suppliers to optimise the environment for Customer Insight to perform (having the right tools for the job)
* Enable structured access to enterprise data on customers and products in order to deliver improved decision making through the UK Business team and beyond
* Customer data includes that sourced from SAP, Siclops, Smart meters, third parties and many other systems or their replacements
* Deliver Smart Data services to customers as required across a number of products
* Serve as change agent by stimulating, communicating and institutionalizing robust operating
* Supervise a team of 8-10 NOC Engineers
* Work closely with administrators and support staff to ensure that all support procedures are followed uniformly and that all systems are running smoothly
* Take ownership of escalated customer issues

## Qualifications for customer operations manager

* 5+ years experience in Customer Success or equivalent history of increasing customer satisfaction, adoption and retention, including managing direct reports
* Degree holder in Logistics, Engineering or Business Management or related disciplines
* 3 – 5 years working experience in project planning, implementation or related exposure in logistics environment
* Experience in managing complex matrix organization
* Good command of spoken and written English & Chinese, Mandarin is an advantage
* Proficient in PC skills and software applications related to project management