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# Example of Customer Operations Manager Job Description

Our company is growing rapidly and is hiring for a customer operations manager. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for customer operations manager

* Responsible for leading multiple assigned operational functional area(s) to ensure that the business operations remain effective as the business transforms
* Manage and distribute team workload and provide inputs for succession planning
* Identify learning opportunities and provide training
* Ensure team members are properly trained according to department compliance, work
* Partner with Care Program Management on new marketplace implementation best practices and the Process Improvement (ACES) Team to create a standard operating mechanism for internal and third party vendors (strategy, execution, financial reconciliation)
* Lead regular scheduled review meetings with contracted partner operations teams to discuss performance against metrics
* Collaborate with Care Process Improvement ACES team to understand operational impact drivers of issues to ensure contact center consistency, process alignment, and innovation make recommendations for process/performance improvements
* Act as the liaison between the contracted partner and Care Global Support Functional teams to drive the appropriate behaviors or improvements Quality Assurance, Training and Knowledge Management
* Travel to client sites for strategic and quarterly business review meeti
* Resolve inquiries arising from the customer issue escalation process

## Qualifications for customer operations manager

* Influential, self-motivated, systematic, customer-focused and a strong team player
* Demonstrated experience communicating across departmental boundaries to ensure collaboration, efficiency and service excellence
* Ability to multitask and perform under pressure and meet deadlines
* Excellent in Microsoft Office applications including PowerPoint, SharePoint, Word, Project, and Excel
* Must be able to work under minimum supervision
* Bachelor’s degree or equivalent, with a minimum of 7+ year’s professional experience in managing manufacturing services projects, policies, and processes