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# Example of Lead Operations Representative Job Description

Our growing company is looking to fill the role of lead operations representative. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for lead operations representative

* Responsible for specific Account Management including external face to face meeting with brokers and group administrators
* Provide field support (enrollment and renewal meetings) as required
* Suggest and recommend Process Improvement strategies
* Completing secondary reviews of exceptions (UEX, Research/Supervisory Trays)
* Completing Large Dollar Notifications
* Exceptions – Processing items, both checks and electronic transactions that fail to post, R&E researches items, repairs them for posting or returns them to their source
* Processing IDS transactions which require a series of manual process steps to ensure transactions are posted or returned appropriately
* Primary focus is on medium to high complexity types or trays
* Responsible for adherence to deadlines, policies and procedures, regulatory requirements and maintaining quality standards
* Works closely with internal and external partners to resolve issues related to Returns and Exceptions

## Qualifications for lead operations representative

* Minimum 1 to 2 years check processing background
* Minimum 1 to 2 years Financial Center or Operations experience
* Experience with applications PEGA/Cash Manager/BOSS/FIRST preferred
* Strong communication skills (verbal, email)
* Homeowners Insurance
* Must have attention to detail and accuracy & be able to meet pre-established deadlines