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# Example of Lead Operations Representative Job Description

Our company is growing rapidly and is looking for a lead operations representative. 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 lead operations representative

* Project manages critical HR projects and processes
* Guides the work of the HR Coordinator and provides backup to manage the volume of work
* Leads the preparation of documents, reports, spreadsheets and presentations for HR leader
* Leads and serves as the project manager for the coordination of work to support organizational change projects, in partnership with HR Operations and the HR Business Partner team
* Partners with HR Leader to assess reporting needs for Division/Function and oversees the coordination of the reporting (that is not produced by HR Operations) including creating divisional reports and the coordination of reports received from HR Operations for the use in updating local scorecards, leader dashboards and business reviews
* Collates department highlights and tracks progress against workplans and objectives for Divisional/Functional HR Projects
* In alignment with COE guidelines, oversees the management of the divisional/geography Q12 process
* In partnership with the HR Coordinator, supports the assigned business unit with regards to the Gallup administration including registering employees for StrengthsFinder, creating Team Blends, pulling StrengthFinder results, requesting missing profiles, interfacing to receive and monitor congruency reports as volume warrants
* Leads projects to enhance existing local processes and structures to streamline and be more effective identifying initiatives that could better support our customers in a more efficient manner
* Processes and validates year-end bonus planning and payout for Division/Function

## Qualifications for lead operations representative

* High school graduate or equivalent with solid math skills
* WTX account set ups database updates
* Wire transfer knowledge preferred
* Wire knowledge a plus
* Minimum 12 months of experience in mortgage loan production environment
* Certification/Associates Degree or equivalent work experience required