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# Example of Manager, Services & Support Job Description

Our company is searching for experienced candidates for the position of manager, services & support. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for manager, services & support

* Define and implement a comprehensive strategy to manage RLHC's software license and hardware inventory
* Work with Customer Support Lead Operations to align site workforce management and works with analytical resources as needed
* Develop strong communication channels amongst peers, management and other appropriate parties across the organization
* Initiate, lead and manage projects related to Supply Chain initiatives
* Provide relevant guidance for the Customer Service, Research and Correspondence and Optical Scanning/Mail Room Manager and other SSC Directors to resolve internal and external issues
* Inform SSC and Parallon leadership of any significant issues in the Support Services area
* Inform Support Services management and staff regarding payer requirements, significant changes and developments
* Monitor SSC Support Services performance according to quality and productivity standards developed internally and documented in SLAs
* Complete monthly trending analysis of Support Services performance including action plans as deemed necessary
* Follow overall market trends and communicate significant shifts to SSC Leadership and others as appropriate

## Qualifications for manager, services & support

* This position works closely with the SAS Dean’s Office, department Chairs and administrators, University Central Offices, external advisory boards, industry professionals, professional organizations and others
* The individual in this position must be able to exercise independent judgment and sound decision making in coordinating meetings and events, handling inquiries for the Chair and Vice Chairs, and being able to problem solve, manage assigned operations and supervise support staff
* They must assess situations and provide information where judgment, knowledge and interpretation are utilized
* This individual works on broadly defined objectives with minimal guidance or oversight
* They are expected to work independently to perform routine and non-routine tasks with the ability to exercise judgment and make decisions within established University policy and guidelines, bringing problems beyond their level of authority to higher levels
* Minimum of at least three (3) years of progressively responsible experience in the administration of auxiliary operations and or business services, preferably in a non-profit or academic setting