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# Example of Operational Manager Job Description

Our growing company is looking to fill the role of operational manager. 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 operational manager

* Utilizes effective tools and resources to dive deep into identified client irritants and process efficiency/effectiveness gaps
* Leverages extensive network of internal and external business contacts to ensure consistent sharing and implementation of best practices across the enterprise
* Acts as a SME, as required in the development of training materials for End to End Servicing Transformation Program
* Supports the creation of flexible straight through process for clients through client centric sales and service process to maximize benefits and realization of Card Operations future state
* Supports design, build and testing work within CCSA by ensuring business and usability requirements aligned to maximize organization benefits
* Identify opportunities to ensure delivery of Card Operations benefits
* Partner cross-functionally to implement solutions and develop required change leadership components including launch plans and elements (training and communication to ensure execution excellence
* Develops and leads proper routines and communication with internal and external partners
* Responsible for the delivery of services (cost, quality, time) within own area
* Provide competence to Engagement Practices for pre-sales and key people for Core-3 roles

## Qualifications for operational manager

* Strong Excel skills and ERP (Oracle, SAP, PeopleSoft, ) experience required
* Business Analyst[BA] - Interacting with the dynamic group of stakeholders to understand how our support offerings, business model and technology work together to support our staff and our customers
* Project Manager [PM] - Running a project from conception through closure to ensure the intended benefits are delivered for our staff and our customers
* 5-7 years of recruitment and previsous staff management preferred
* Ability to work independently collaboratively within a global matrixed organisation to deliver results
* Oversee the green-lighting, budgeting, re-forecasting, tracking and reporting of key Local Acquisition marketing and origination costs