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# Example of Operations Agent Job Description

Our company is growing rapidly and is looking for an operations agent. 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 operations agent

* Interact with the relevant Expeditors branches and departments in arranging their international shipments, meeting expected service standards
* Contribute to maintain strong relationships with vendors (Airlines, CFS Warehouses, and Ground Handling Agents)
* Communications - provide timely responses to emails and requests (internal and external) for overseas contacts
* Assisting peers with workloads or problems and offering support where needed
* Contribute to process improvements within the department
* Provide quotes to customer timely and accurately
* Provide invoices to customer timely and accurately
* Run the administrative functions within Geek Squad and manage department communications
* Manage product shipping and receiving
* Perform basic software repairs/installations and light touch repairs to products

## Qualifications for operations agent

* 3-6 months working experience in customer service experience
* Associate degree in general electronics or computer repair
* 1+ years experience diagnosing or repairing PCs or consumer electronics
* Previous Front Desk and/or Reservations experience in a Mountain Resort setting an asset
* Must be a well organized, self motivated individual who works well under pressure
* Ability to analyze large sums of information and/or data and recognize trends and/or patterns