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# Example of Operations Assurance Job Description

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

* Responsible for carrying out the data management tasks related to developing and maintaining a high-quality data resource
* Coordinates and monitors Safety and Health Program, ensuring compliance with Government safety and health regulations, policies and procedures
* Creating fit for purpose department and / or team(s) performance against agreed Service Level Agreements (SLAs), Key Performance Indicators (KPIs) & Key Risk indicators (KRIs)
* Becoming a subject matter expert of the reporting infrastructure and associated processes and creating an environment in which all team members seek to attain the same
* Acting as the initial layer of escalation contact for the team from both internal and external escalation matters
* Taking ownership and providing oversight to the performance of controls within the department and / or team, ensuring that they are complete, timely and accurate
* Contributing to, driving and cascading the strategic direction of the division and / or department, providing leadership and direction to Management, Supervisors and Operators and oversight to functional and / or product teams within own area of responsibility to ensure that processes are in line with all internal and external policies and guidelines and requirements of the Regulators
* Understanding, articulating and implementing best practice related to their product expertise
* Ensuring that the rigorous and intensive training progarmme is continued and that team competence is assessed and development requirements are addressed
* Approve and close out of OOS/OOE and laboratory deviation investigations and actions

## Qualifications for operations assurance

* Participate in quarterly Compliance reviews that cover CFTC, CFPB, and other regulatory compliance requirements that impact business
* Develop more robust performance metrics across the business lines to track quality performance and identify potential control deficiencies
* Proactively challenge controls to ensure that staff are adhering to controls and any potential weaknesses are identified and remediated
* Ensure proper adoption of Third Party Compliance framework and implement standardized process for supporting these relationships within Capital Markets Operations
* Ensure SOX controls are appropriately documented and kept current
* Support managers in keeping Archer updated and consistent with documented processes