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# Example of Operations Business Manager Job Description

Our innovative and growing company is looking for an operations business manager. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for operations business manager

* Manage activities related to continuously improve on new and existing business processes, ensuring efficiency and quality of service while adhering to established policies and procedures
* Leverage commodity price models and analysis to provide insight to plant operations on predicted impacts to business outlook and recommendations to optimize
* Interface with Operations Managers, Contract Managers and the senior Strategic Business Unit (SBU) leadership
* Establish scalable, efficient and automated processes
* Help ensure TA success in efficiency of business operations, project management, collaboration, relationship building, and data/process analysis
* Consult with our Client’s based on operational, defined processes and best practices knowledge
* External benchmarking to understand competitive landscape, best in class and best practices
* Complaints – setting goals, understanding trends, ensuring complete capture and meaningful metrics
* Participate in CCB Complaints Improvement Initiative to forecast complaint volume
* Execute Monthly Client Experience Executive Update

## Qualifications for operations business manager

* Knowledge of Microsoft Office Products (Excel, Word, PowerPoint), working know how of EMS (Event Management System) a plus
* 5+ years developing reports integrating multiple data sources such as Excel, SQL Databases
* Work closely with finance, billing and other relevant departments to ensure that relevant PeopleSoft codes for each sale are established
* Understanding of digital advertising market
* Ability to team and partner collaboratively with Senior Leadership across CCB
* Ability to lead and motivate cross-functional teams, work collaboratively with key stakeholders and interface effectively with all levels, including senior management