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# Example of Operations Director Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of operations director. 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 operations director

* Human Resources - Plan the use of human resources.Participate in recruitment process and placement of required staff
* Production - Coordinate and monitor the work of various departments involved in production.Monitor performance and implement improvements
* Sales, Marketing, and Customer Service - Manage customer support
* Manage overall front and back office activities, including customer service area and ensures that the needs of customers are being satisfied
* Administrate building management and security enterprise systems
* Create COE model, short-term and long-term strategy to ‘bring in’ disparate call centers, driving synergy, collaboration, best practices and continuity
* SPOC for escalations for select PSC and COE accounts
* Deliver a high level of client support to overall PSC and COE accounts
* Assess all current PSC KPIs bringing best in class changes
* Develop and maintain PSC policy, processes and procedures

## Qualifications for operations director

* Solid inter/intra personal skills
* Ability to work within and outside of functional department to gain consensus rather than give directives
* Ability to think strategically and execute tactically to deliver the desired results
* The role will involve travel globally
* Technical expertise in measurement and numerical analysis
* Bachelors degree in Life Sciences, Engineering, Manufacturing, Operations, Business, Logistics or equivalent experience