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# Example of Operations Executive Job Description

Our company is searching for experienced candidates for the position of operations executive. 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 executive

* Identify and understand trends and key drivers in regards to non-compliance in operational processes across all sales and service channels
* Design supporting operational materials and documents and chair weekly continuous improvement sessions with wider Services team
* Conduct Root Cause Analysis and proactively identify operational improvement opportunities that deliver customer satisfaction and revenue growth
* Liaise with IT support team to help fix day to day systems and process issues
* Data analysis and the ability to analyse statistics is preferred
* Experience of managing projects and tasks to time
* A passion for being the customer champion
* A Self-motivated attitude with the ability to take ownership of projects
* Ensure that all post booking, pre-departure and in resort operational issues are dealt with in a seamless, efficient and customer focused manner
* Manage GSD Airline Queues

## Qualifications for operations executive

* Handling of correspondence to clients
* Excellent communicator at all levels within the organization
* Quality standards are key to this individual
* Liaise with other internal and all levels of management departments to provide feedback regarding any trends, quality issues or areas of concerns to ensure that these are acted upon where necessary
* Adhere to all company guidelines, policies and procedures
* Maintain and be able to demonstrate a thorough level of product, system and company knowledge at all times