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# Example of Operations Specialist Senior Job Description

Our growing company is hiring for an operations specialist senior. 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 specialist senior

* Oversees IT Helpdesk, including prioritizing and troubleshooting helpdesk tickets, engaging vendors as needed
* Strive to improve the control dash board performance to meet and exceed the set targets that are common goals of the GSC & the front end
* Focus on continuously improving the End to End process to improve internal efficiency end customer experience
* Ability to work under pressure and persistency
* Know-how of the card and finance industry is nice to have
* Know-how of the fraud prevention/detection solutions and track fraud trends is in plus
* Servicing ADR program
* Dealing with the settlement of the US security ADR
* Reviewing loan data attributes that have an impact to regulatory reporting
* Participation in static data remediation exercises & exception management investigation/resolution {includes Tax Customer Reference Data attributes)

## Qualifications for operations specialist senior

* Proven experience working in customer-oriented, fast-paced environment
* Ability to maintain professionalism under stressful or adverse conditions
* Ability to handle multiple tasks and work with tight deadlines
* Strong Microsoft Outlook, Word and Excel skills are required
* 4 + years’ experience in retail environment, preferably in an E-Commerce setting
* Technical expertise necessary to identify most efficient solution path