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# Example of Operations Team Leader Job Description

Our innovative and growing company is looking to fill the role of operations team leader. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for operations team leader

* To operate effectively and efficiently with computerized reservations and back office systems, plus all other forms of office supplied technology
* To prioritize the workload to ensure deadlines are met, while working neatly, accurately, quickly and calmly at all times
* Stay educated on airline rules, regulations and current affairs
* Maintain confidentiality of organization fiscal and personnel related information
* Exhibit genuine concern for company and clients and always conducts oneself appropriately and professionally
* Take up additional responsibilities commensurate with the level of job as and when required
* Cross training with the other dept supervisor to cover vacations, out of offices
* Workload management to ensure delivery and improvement on KPIs, and targets
* Identifying, implementing, improving and tracking team photo projects
* Taking ownership of additional projects as assigned

## Qualifications for operations team leader

* Fluent written and spoken English is required, with fluency in second local language preferred
* Experience in technology initiatives or project management is a plus
* Must be able to effectively communicate, lead a team and manage relationships with others based in multiple locations
* 4 + years related experience in customer service or financial services industry is needed
* 5 or more years’ experience in Operations of a fossil plant preferred
* Recent demonstrated leadership is required