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# Example of Senior Director Operations Job Description

Our innovative and growing company is looking for a senior director operations. 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 senior director operations

* Accountable for effective management of departmental resources, expenses and budget
* Responds appropriately to rapidly changing regulatory environment with minimal oversight
* Creates a talent management plan to address individual performance needs establishes a succession plan for the team
* Ensures effective performance management process is in place and specific development plans implemented for each team member
* This position supervises Operational and Safety Systems associates in the Drug Safety department
* Be accountable for the development and implementation of a global strategy to plan, control, and improve quality for all aspects of global pharmacovigilance (PV) activities
* Influence PV and Regulatory senior executives to successfully embed a strong governance model including a dashboard of KQPIs to oversee the performance of the PV QMS
* Identify, evaluate, and drive the remediation of fundamental issues within GPV to drive quality, in collaboration with PV, in our development programs
* In partnership with the Safety Leadership team, create an annual strategic quality management plan based on current risks that will govern and oversee the implementation of the QMS within clinical development
* Collaborate with Executive level leadership and respective teams, including Corporate Quality/GxP Audit, PV, Affiliate Quality to ensure we develop robust CAPAs in response to identified global PV quality issues and observations

## Qualifications for senior director operations

* Required 10+ years of experience in an operations environment specifically with claims, customer service, provider services administration, project management and/or information technology
* Required Other Experience with the design, development and administration of managed health care programs (Medicaid and other Government programs)
* Required Other Excellent human relations, leadership and interpersonal relationship skills, engagement of employees, staff coaching skills required
* Required Intermediate Operations Management Systems (Generic)
* Knowledge of hotel industry and trends
* Excellent PC and technology systems skills including Property Management Systems