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# Example of Senior Manager, Operations Job Description

Our innovative and growing company is searching for experienced candidates for the position of senior manager, 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 manager, operations

* Manage department revenue budget
* Track and review expenditures, reimbursements and expenses for comparison against budgets
* Draft and implement or review Work Directives used by internal teams based on client policies and procedures
* Manage department staffing including recommending hires, training team members, leading and mentoring team members, scheduling team members to projects, yearly and periodic appraisals of team members, rewarding and motivating team members, disciplining team members, recommending termination as necessary
* Work closely with Group Director to meet management needs and requests including providing status updates, assisting with billing/forecasting/invoicing
* Support sales personnel
* Conduct periodic status calls with and/or submits status reports to Group Director to discuss department’s progress and any issues
* Partner with Sales staff to assist in pre-sales calls with prospective clients
* Assign new projects to Sample Accountability supervisors / teams based on workloads and project type
* Prepare initial welcome email for new clients

## Qualifications for senior manager, operations

* Oversee compliance, investigation and resolution of outstanding deficiencies
* Liaise with Legal, Credit and the Business Risk teams to escalate any account opening concerns on submitted applications that require a more detailed review
* Identify, document, investigate and resolve service delivery issues and/or complaint
* Oversee process health to ensure that activities are carried out in accordance with established specifications, schedules, and budgets, minimize delays, review program status and plan future actions
* Assist external customer in defining and implementing integrated IT Infrastructure solutions requiring relevant products and services
* This role will have the primary responsibility of leading Technical contact centre (Desktop & server) operations and other small scale process like Social Media and Support work for Intel sales for ~ 60 FTE’s , will be single point of contact for the client and will lead all aspects of Operations like P&L, NPS, SLA and People Management