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# Example of Senior Operations Manager Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of senior operations manager. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for senior operations manager

* The Operations Manager’s role includes providing the Customer with a pleasant experience
* Supervise and administer all "deal-driven" tenant and landlord construction, CapEx projects for any given fiscal year
* Effectively manage Vendors through a thorough understanding of all applicable service or maintenance contracts, maintain open communication with vendors through regular meetings
* Understand and follow GGP policies for bidding, identify qualified bidders, manage all construction activity to meet plans and specs
* Create the annual expense budget within defined guidelines, implement and forecast operating expenses to that budget
* Understand any existing or (implement) new technology
* Instill a culture of customer obsession, aiming for excellent customer service
* Maintain high standards of operations Health & Safety
* Inspire and reward an atmosphere of best practice sharing among employees
* Via our People Agenda, you’ll create, build up, lead and inspire your workforce to deliver improved performance levels

## Qualifications for senior operations manager

* A solid understanding of the applications environment, including CRM, business intelligence, middleware
* A minimum of a Bachelor’s degree in Science, Engineering or Business Administration is required
* Responsible for assisting with/creating operating budgets and capital budgets with other department managers
* Responsible for talent management process for Operations employees
* Accountable for ensuring union contract terms & conditions are met for area of responsibility
* Computer proficiency with Excel, Word, Outlook and Computerized Maintenance Management System (CMMS) required, 360 experience is a plus