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# Example of Services Operations Manager Job Description

Our company is growing rapidly and is hiring for a services operations manager. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for services operations manager

* Cascade information to employees on regular bases
* Maintain the right balance of workload between employees – dictate the fairness
* Support to clients projects integration by bringing expertise to the project team
* Responsible of accuracy, timeliness and completeness of processes performed by the team
* Provide continuous improvement ideas by assessing workflow, and processes in order to provide maximum efficiency and quality
* Establish indicators to measure service quality, & effectiveness against department objectives
* Support to clients projects integration
* As the primary liaison, ensure contracted operations meet the needs of the business.This will require constant communication with key individuals about the status of issues/resolutions and deliverables
* Training, managing, communicating with, and monitoring the quality of work of Client Service Specialist(s) associated with assigned projects, if applicable
* Prioritize and set expectations on activities / responsibilities with project business lead.This may include bringing them up to speed on capabilities/limitations so they can make informed decisions

## Qualifications for services operations manager

* AirWatch, Good Mobile, BlackBerry
* SMTP, Sendmail, Unix
* File Services, NAS, DFS
* Development experience and application of methodologies
* Knowledge of therapeutic diets and medical nutrition therapy
* Oversee field sales force meetings including site logistics and travel arrangements