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# Example of Team Operations Manager Job Description

Our company is growing rapidly and is looking for a team operations manager. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for team operations manager

* As directed by the Head of Quality Assurance or member of the Senior Management Team, complete any other duties that may be deemed necessary by the business to ensure successful delivery of the PIP assessment service
* Support and deputise for other members of the QLS Management Team
* Partners with AOM to develop and execute service strategies, programs, and processes for delivering a superior customer experience
* Approve select point of sale transactions such as returns and voids
* Resolve customer service issues as needed
* Serve as the single point of contact to the account team for TFM platform technology-related questions, support issues, and requirements
* Active participation in daily “state of play” meetings and running team huddle sessions
* Adherence to the Quality Framework
* Feedback and tracking of performance impacts – positive and negative – for Operations Manager (attendance, AUX, product specific)
* Vice President, Case Management

## Qualifications for team operations manager

* Require a strong background in leading teams, including the ability to train, counsel and motivate staff
* Strong technical knowledge of building systems, data center, UPS, electrical, mechanical, HVAC
* Ability to create new initiatives, "think outside the box"
* Evaluate new partner Customer Operations needs and educate on EAN’s offering
* Lead and establish New Business implementation 'best practices' across the EAN team and GCO Businesses, providing ongoing feedback to the Business
* Identify, analyze, develop, and recommend plans for improved Offline Sales and Service effectiveness of new partners