



# Example of Business & Operations Director Job Description

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Our innovative and growing company is searching for experienced candidates for the position of business & operations director. 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 business & operations director

- Responsible for the development, implementation and management of business operations such as billing, enrollment, call center, customer service, and related initiatives that impact membership for product lines and health plans
- Provide financial oversight for annual investment plans and assist/guide completion of business cases for new offerings, partner deals, M&A and other initiatives
- Conduct business development
- Recommends the nature and scope of present and future Business Coaching modules by reviewing product specifications and requirements
- Leveraging drug development knowledge and functional partnerships to identify changes needed to data structure, standards, process and training
- Evaluating key performance indicators to understand compliance to data quality standards and processes
- Support and drive key aspects of the overall business process approach for all aspects related to supply of ITCA 650
- Develop business continuity plan for the supply of ITCA 650 in collaboration with the leadership team in Hayward
- Lead business informatics in the region
- Use business analytics, competitive intelligence and marketing sciences to

## Qualifications for business & operations director

- MBA or similar Masters require
- Proven track record leading global projects
- A proven ability to get things done across multiple functions and in an ambiguous setting
- A "Yes, if..." rather than a "No, because..." approach to challenges
- Great with analytics and using data as a monitoring system and to drive decisions
- Experience in defining, creating, and implementing new project reporting and metrics required to effectively manage projects