



Example of Business & Operations Director Job Description

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

Responsibilities for business & operations director

- Provide directional oversight of all market research projects (inline and pipeline), secondary business data projects, competitive intelligence, and managed market research initiatives
- Drives operational inefficiencies, best practices and other improvement initiatives with senior management and operations teams
- Develop and implement programs centered on quality and operations excellence
- Initiate ongoing and special projects including process improvement evaluations and analysis, department business development, ROI analysis, and annual satisfaction initiatives
- Direct all membership related initiatives including identification of business need, strategy recommendation, project outline, management of deliverables, and ROI
- Work collaboratively to facilitate the design, development and implementation of policies, procedures and practices related to service operations
- Onboarding – processes and communication
- Lead program pilots and projects and verify initiative impact on strategic business objectives
- Work closely with stakeholders and experts to identify and minimize risks, control business issues and prepare budget
- Translate complex business strategies into solid implementation plans that

Qualifications for business & operations director

- Highly experienced with resource planning and management systems (SFDC, global supply chain, ERP, Project)
- Experienced in building and optimizing operations across a matrixed organization
- Superior organizational, planning, and process management abilities and ability to lead and manage change
- Ability to take a hands-on approach, a get things done attitude, while also having the ability to see the big picture
- Strong technological understanding of interoperable solutions, and the principles of building to APIs
- Must be highly entrepreneurial and a self-starter