



# Example of Business Operations Manager Job Description

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

## Responsibilities for business operations manager

- Manage all aspects of credit including checking client credit and passing client orders
- Manage all aspects of client collections including working with collection agency on delinquent accounts
- Familiarity and comfort reviewing and understanding common commercial contracts
- Prior experience with Salesforce or other CRM (customer relationship management) systems
- Measures, reports, and analyzes productivity performance metrics including quota, points, hours, activity, SOW, and time per task to determine opportunities for improvements
- Partners with HQ and field Tech Ops and Finance teams to implement program, process, and/or technology improvements to drive increased visibility into performance and operational metrics
- Act as operations leader and advisor to project managers, team coordinators, other AMS colleagues, and external vendors and clients
- Oversee contracting process, draft select client and vendor contracts, and work with general counsel to address issues as necessary
- Establish financial reporting standard and manage financial reporting across all ad operations for consistency and accuracy
- Manage selection, training and usage of company-wide subscription vendors

- Ability to work across multiple lines of business and balance the needs of multiple organizations and stakeholders
- 5 years experience leading in a high paced call center environment
- Report on progress against action steps
- Support the DEATCH GM in presentations and updates given to San Francisco, EMEA leadership team and the Berlin Office
- 3-5 years of experience in an operations management role
- Experience managing others, working knowledge of project management