



Example of Business Operations Specialist Job Description

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Our innovative and growing company is looking to fill the role of business operations specialist. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for business operations specialist

- Performs Accounts Receivable billings and projects status tracking for service center
- Ensures accurate accounting for indirect and direct costs in service center related expenditures
- Assists in preparing budget proposals and participates in controlling expenditures in accordance with budget allocations
- Processes deposits and performs cash handling duties
- Creates new accounts and establishes processes which create greater transparency and operational effectiveness for units
- Ensures adherence to contract and memo of understanding obligations
- Performs proper administration of all activities associated with Department Time Administrator to ensure accurate and timely recording of time for staff and students
- Communicates with internal and external personnel and provides support as needed
- Maintains all necessary personnel and financial files back up documentation, in accordance with university requirements and best practices ensuring a high level of confidentiality
- Advises staff on proper policy and best practices for travel, human resources, and financial accountability

Qualifications for business operations specialist

- Reviews reconciliation of accounts for compliance of charges in accordance with sponsoring agency/contract conditions and requirements
- Represents work unit at meetings for conferences and serves as liaison for unit concerning requests or complaints
- Developing intelligent, insightful reporting on the key operational drivers of our business
- Maintain and analyze operational business metrics using data to drive down operational waste and errors
- Develop and manage a program to improve tools, systems, redundancy planning, processes, and reporting to monitor and mitigate operational and financial risks associated with meeting our speed, productivity and quality performance SLAs
- Create, manage, and analyzing customer survey data, net promoter scores, and other operational data to provide insights that enable improvements to the customer experience