



Example of Global Operations Job Description

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Our company is growing rapidly and is looking to fill the role of global operations. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for global operations

- Maintains an understanding of competition strengths and weaknesses market trends as it relates to service and support for major competitors
- Coordinates the service report processes, , monthly reports, monthly bidding activity reports, quarterly status reporting
- Hire, manage and develop staff to deliver high quality Messaging and Collaboration services
- Proactive management of vendor relationships, specifically service delivery management
- Effectively understand and manage strategic and global infrastructure initiatives
- Work closely with Client Management to deliver operational consistency and service satisfaction globally
- Work closely with client management team to oversee / manage operational expansions and implementations
- Ensure global SLA goals are met or exceeded
- Monitor client satisfaction survey results and recommend improvements or business changes based on results
- Owns internal process (SalesForce and follow up) for all operational and service delivery issues

Qualifications for global operations

- Minimum 5-7 years' experience within the VFX/Post Production industry required
- Demonstrates strong leadership ability, planning and organizational skills, interpersonal and negotiation skills
- Experience in handling strategic alliances
- Ability to build, motivate and inspire highly effective teams to deliver beyond their mandated goals
- Strong interpersonal skills with the ability to build and nurture solid relationships