



Example of Head Of Operations Job Description

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

Responsibilities for head of operations

- Establish a consistent, project management framework and excellent development processes across multiple teams
- Accountable to improve the CU order to cash along with operational capital aging
- Be the sign off entity for Operations in the CU during Sales Decision Points (can delegate to COMs)
- Accountable for all CU projects 'billing precision, SDP3-SDP2 alignment, and Project UM% deviation
- Accountable for reaching the Service Evaluation targets within the CU by managing and securing CU contractual fulfillment of all sales with quality
- Drive and coordinate the Customer Projects Governance and Steering in the CU and relevant parts of GCU and report the portfolio status to CU Head
- Drives improvement/change programs/projects/activities including but not limited to Project Reviews, PM Audits, SDMM, competence and capability programs
- Work proactively with KAMs to understand funnel development and translate to delivery needs
- Leadership role in conducting and managing joint governance committees with vendors
- Work with Customer Experience and RBWM channel management to prioritize Card customer key pain points / complaints, identify root cause, and establish actions plan to enhance customer journeys cards issuance, fraud /decline customer experience

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- A Bachelor degree in Accounting or Finance is required or an equivalent combination of education, training and experience that would provide the knowledge, skills and ability required
 - Strong communication skills, ability to motivate and engage a large organization, empower and develop culture, competence and skills
 - Ability to lead virtual teams in the martix
 - Significant demonstrable experience of managing a B2B Service Critical 24/7 Operation
 - A change expert, ready and able to lead by example
 - Knowledge of broadcast and linear processes and technologies