



# Example of Leader, Operations Job Description

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Our innovative and growing company is looking for a leader, operations. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for leader, operations

- Ensure adequate project team resources in Operations departments
- Cascade PGP milestones and deliverables into Operations departments
- Ensures excellent cross-functional communication (through effective meetings, email, and other means) to ensure optimal coordination between Program, Development and Operations
- Performs post-mortem reviews from an Operations perspective to ensure key lessons learned are documented and corrective action is taken
- Ensures compliance with Company revenue recognition policies for booking and shipment of orders
- Coordinated with Sales Representatives to provide sales documentation and satisfy customer requirements
- Acts as liaison to market research team to ensure market analysis data is properly used for quoting prices to customers
- To ensure team produces with highest levels of productivity and that the median performance keeps getting improved
- Works directly with the Program Manager on all NPI development programs as a member of the Integrated Program Team (IPT)
- Coordinates the commercial activities with the Account Managers and/or Sales team

## Qualifications for leader, operations

- Direct people leading experience of 2-5 years in a Premium call center customer service environment (preferably in Business to Business and

- Highly proficient in SFDC (custom reporting, needs assessment, operational flow)
- Highly proficient with Word, Excel, Powerpoint
- Develop, maintain and manage close working relationship with customers and other stakeholders
- Organizational Team Building
- Applied Leadership