



Example of Operations Business Manager Job Description

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Our growing company is hiring for an operations business manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for operations business manager

- Engage, Invest and influence cross line of business efforts aligned to CCB Collections and Recovery
- Develop and maintain relationships with management and sales of other Clear Channel entities in the city in the general DC business environment
- Improve the operational systems, processes, and policies in support of the AMS mission
- Conduct regular analyses of business performance and profitability against budget, financial, and operational goals
- Play significant role in long-term business planning, including any initiative geared toward operational excellence
- Implement and maintain company-wide processes
- Development of control dashboards and process work flow schematics illustrating both process gaps and opportunities
- Improve channel performance related to customer satisfaction- Net promoter score (NPS), contact rates, profitability, and service level
- Work closely with the partners and project teams to ensure all reporting needs are being adequately addressed
- Oversee trend analysis and ad-hoc analytics and proactively communicate findings to Leadership team and support partners

Qualifications for operations business manager

and senior leadership

- Ability to drive multiple projects simultaneously with a proven track record of superior results
- High-energy, results-oriented approach to project management
- Strong proven experience in a supply chain/ customer operations role
- MBA / Professional qualifications in Supply Chain related subjects an advantage
- Ability to innovate, communicate new ideas and inspire support amongst teams