



Example of Operations Business Manager Job Description

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

Responsibilities for operations business manager

- Manage activities related to continuously improve on new and existing business processes, ensuring efficiency and quality of service while adhering to established policies and procedures
- Leverage commodity price models and analysis to provide insight to plant operations on predicted impacts to business outlook and recommendations to optimize
- Interface with Operations Managers, Contract Managers and the senior Strategic Business Unit (SBU) leadership
- Establish scalable, efficient and automated processes
- Help ensure TA success in efficiency of business operations, project management, collaboration, relationship building, and data/process analysis
- Consult with our Client's based on operational, defined processes and best practices knowledge
- External benchmarking to understand competitive landscape, best in class and best practices
- Complaints – setting goals, understanding trends, ensuring complete capture and meaningful metrics
- Participate in CCB Complaints Improvement Initiative to forecast complaint volume
- Execute Monthly Client Experience Executive Update

Qualifications for operations business manager

- Knowledge of Microsoft Office Products (Excel, Word, PowerPoint), working know how of EMS (Event Management System) a plus
- 5+ years developing reports integrating multiple data sources such as Excel, SQL Databases
- Work closely with finance, billing and other relevant departments to ensure that relevant PeopleSoft codes for each sale are established
- Understanding of digital advertising market
- Ability to team and partner collaboratively with Senior Leadership across CCB
- Ability to lead and motivate cross-functional teams, work collaboratively with key stakeholders and interface effectively with all levels, including senior management