



Example of Operations Lead Job Description

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

Responsibilities for operations lead

- Identifies the need for workload adjustments and works with management to balance incoming work, ensuring completion within established department service standards
- Participates in unit and departmental meetings, training sessions, and broker/dealer development forums
- Provides extra relationship support to internal and external business partners through prioritization of issues and active communication
- Serves as a department representative on routine and non-routine projects and committees
- Serves as teams primary contact for routine and more non-routine escalated issues
- Supports processing queues when needed
- Works with appropriate departments on resolving escalated issues posed by team members, management and customers
- Communicates compliance issues to local and LFA management and disseminate compliance-related material at the direction of LFN Compliance
- Conducts LFA required compliance training for new hires, both planner assistants and advisors, within required timeframes through documented communications and meetings independently under general supervision
- Coordinates new hire licensing and contracting for new recruits

Qualifications for operations lead

- Report and alert resources concerning downtime

- Communicate with opposite shift to ensure communication flow
- Update department communication boards
- Five (5) years of progressively responsible experience in agri-business and/or other related customer service function