



# Example of Operations Leader Job Description

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

## Responsibilities for operations leader

- Meet business' and customers' dynamic needs
- Provide effective people leadership for laboratory personnel (goals, employee development, coaching)
- Optimize, improve and leverage analytical resource utilization and effectiveness (facilities, technology, people and equipment) for the St
- Acts as Commercial liaison, representing the "voice of sales" in operational, system, and finance meetings and discussions
- Maintains and manages customer relationship database – Salesforce.com (SFDC)
- Manages sales and customer account administration as well as the monitoring, planning, and implementation of projects that support order processing activities
- Manages customer quoting process and workflow
- Coordinates with Sales to generate customer usage reports to support the sales and renewal process
- Analyzes sales-related metrics associated with such things as the order pipeline, bookings, revenue, forecasting, revenue reporting, sales productivity and goal attainment
- Resolves revenue reconciliation issues

## Qualifications for operations leader

- The successful candidate will be responsible for advancing their team's focus on building relationships with customers and creating value and loyalty

- Flexible Day Worker – Normally operates on days, but must be prepared to attend the factory out of hours to support factory processes as required
- Management - Qualified to Diploma level in a nationally registered management programme typically covering leadership and managing change, human resources management, organisations and behaviour, business strategy and decision making
- Maintains information needed to track revenue
- Analyze sales performance results and prepare presentations and recommendations for sales and/or finance management
- Contributes to the development or improvement of systems to effectively track or capture data