



Example of Operations & Service Manager Job Description

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Our company is growing rapidly and is looking for an operations & service manager. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for operations & service manager

- Establish and maintain strategic level working relationship with functional counterparts in the Technology Domain teams
- Generate strategies for enhancing operational efficiency and effectiveness ways to improve productivity across functional areas within the process area
- IT Service Management Tools and Reporting, including the analysis, implementation, and system administration of enterprise ITSM tools
- Drive Service Introduction planning and decision making processes in line with organisational time lines
- Manage the service improvement roadmap and ensure process artefacts are regularly reviewed, audited and subject to continual improvement to remain fit for purpose
- Builds and maintains relationships with HR partners and line of business executive teams and hiring managers in support of hiring needs and goals
- Builds and executes talent acquisition strategies in support of a defined line of business(es) Supports a significant portfolio of requisitions and manages workflow and volume of portfolio for their recruiting team
- Manages an outstanding recruitment team to support business strategies
- Produce monthly operating report detailing center activity, trend analysis, goals/objective status and special projects
- Ensure staffing levels are appropriately addressed by overseeing staffing based on analysis of call patterns, call volume, available personnel and adjusts

Qualifications for operations & service manager

- 5-7 years leadership experience, extensive customer service and financial services experience, strong communications skills, able to handle multiple priorities and deadlines efficiently and effectively
- ITIL training or certification is consider an advantage
- Has full supervisory responsibility for a department
- Must have familiarity with standard communications and collaboration tools/platforms, , SharePoint, Slack, Salesforce Chatter, Yammer
- Extensive knowledge and understanding of change, configuration, and release management processes within the ITIL framework
- Recommends and administers corrective actions as appropriate