



Example of Operations & Service Manager Job Description

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Our company is growing rapidly and is looking to fill the role of operations & service manager. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for operations & service manager

- Allocates the appropriate resources to achieve repair schedules, ensuring field replaceable units (FRU's) are available to meet daily customer demand throughout the product lifecycle
- Plans, creates and administers procedures and annual operating plans managing responsible expenses
- Manages a team of skilled technicians and assemblers performing test and repair of complex printed circuit board assemblies, sub-assemblies and manufactured equipment
- Responsible for interacting with Field Service on a global basis to address and resolve issues, along with process improvements that streamline field repair activities and costs
- Responsible to ensure Ultrasound achieves best-in-class CQ, IMV and NPS scores, as they relate to parts and planning support for the Field
- Collaborates with contracts team to satisfy resourcing requirements
- Provides input into strategic plans for the continued expansion of services and capabilities within the area of responsibility
- Investigates competitor activities and conducts relevant market research that enables market competitiveness
- Works closely with Product Line Managers to plan and provide training for new products
- Develop key measurement indicators as defined and agreed to by management

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- Proactively monitor the utilisation of resources
 - Must be have a good overall presentation, for example, this person is usually the first person the client interacts with at the firm
 - Must be motivated, intelligent, and passionate about the firms philosophy
 - Expert at building relationships, ability to engage in a positive, upbeat manner
 - Actively stays abreast of changes in the labor market, talent pools, compensation, titles, skills, competitors
 - 1-2 years of grocery or retail experience preferred