



Example of Operations Support Senior Job Description

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Our growing company is looking to fill the role of operations support senior. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for operations support senior

- Develop and implement a self-servicing model strategy with direct impact to the P&L
- Incumbent will be managing an operation's budget
- Incumbent will report into the Head of Global Customer Service and will lead a servicing organization of approximately 40 people
- Position is based in Miami, Florida with domestic and international travel required
- Become the single team point of contact for all North American GELP operational queries
- Resolve and escalate issues as appropriate
- Help to ensure the timeliness of new trade bookings
- Significant working knowledge of Avaya IPT or other IPT technologies
- A bachelor's degree in an engineering field, or to the equivalent experience, certifications and training
- Proven experience as a Technical Leader

Qualifications for operations support senior

- Prior experience with Taleo applicant tracking system preferred
- Undergraduate degree required or relevant years of work experience
- Must be able to work independently with large sets of data, given only basic

- Must have excellent interpersonal and communication skills (both verbally and written), and be able to communicate and collaborate with all levels of the organization and multiple cross-functional groups
- Must have advanced data analysis skills using MS Excel
- Experience using business intelligence analytics tools such Microstrategy, Tableau, or MS Power BI is a strong plus