



# Example of Operations Support Job Description

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Our growing company is looking for an operations support. 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

- Solving issues for POs when billing is booked but not invoiced - No invoice generated
- Resolve Purchase Order (PO) specific issues and invoices issues
- Work with Quality, BB, IT & Tooling Team on initiatives to improve Billing process for the region - Outage Intelligence, Smart Outage
- Work with managers to ensure accuracy and proper approval of timesheets and to ensure that all time and exceptions are properly coded and documented through time-keeping system (Kronos)
- Prepare all month end payroll accruals for review along with reconciling plant payroll and labor reports
- Responsible for processing of unemployment claims
- Gain an understanding of union contract(s) and ensures consistent application of the terms of the contract related to payroll processing
- Responsible for accurate and timely processing, reconciling, and transmitting of hourly payroll for a bi-weekly pay cycle in plant manufacturing environment (in some cases, responsible for multiple sites) using Workday, Kronos and other internal subsystems
- Prepare all month end payroll accruals and journal entries for review along with reconciling plant payroll and labor reports
- In union facilities, gains an understanding of union contract(s) and ensures consistent application of the terms of the contract related to payroll processing

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- Confirm business hours as needed
  - Review closure requests and determine accuracy before closing the ticket
  - Vendor Management – Reassign service calls in dual coverage areas if one service provider cannot complete
  - Advance knowledge of the Operations and use of Office Systems
  - Knowledge of the banking or financial services fields
  - Solid analytical and assessment skills