



Example of Service Operations Manager Job Description

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

Responsibilities for service operations manager

- Responsible for the day to day operation
- Provide leadership in resolution of complex and high-priority service issues, as escalated from internal or external partners, to effectively ensure prompt and accurate resolution and client satisfaction
- Serve as lead resource for internal partners on customer service specific projects and initiatives
- Incorporate enterprise or departmental objectives to team objectives to ensure alignment and engagement in key priorities
- Provide leadership and coaching to management team through appropriate leadership techniques, providing employee feedback through effective performance management practices, ensuring employee skill and leadership development, and conducting regular one-on-one meetings
- Direct staff to ensure overall client satisfaction and appropriate level of service delivery
- Manage and build staff, including
- Evaluate and modify business models through strategic planning
- Develop, administer and monitor Service Level Agreements (SLAs) with appropriate business partners
- Effectively manage systems productivity including

Qualifications for service operations manager

- In depth knowledge of MISN (data) and VMS (IP Voice) services, Contact Centers Legacy voice services
- Operational delivery of the Service Desk Services and continuous improvement in Service Desk execution
- 4-7 years' experience in delivering outsourcing services or in overseeing the performance of outsourcing service providers
- Operational knowledge of SharePoint 2010 as a tool for publishing & sharing information