



Example of Service Operations Manager Job Description

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Our company is looking for a service operations manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for service operations manager

- Management of the spare parts pricing and labor rate structures
- Development of goals and objectives for their team that impacts department business results in a positive way
- Coaching individual team members progress towards team goals
- Responsible for the performance review process for their team
- Internally, across team structures, geography, and departments within the company
- Collaborate with business partners (Commercial Line Managers, Underwriters and Agents,) to proactively improve day-to-day service and successfully resolve issues that may arise
- Performs regular process audits to ensure consistent delivery of service while assessing specific areas for improvement
- Manages and motivates staff
- Initiates hierarchical escalations customer and internal incidents
- Managing a repair department and its related processes and staff to deliver products cost efficiently, according to planning and quality requirements

Qualifications for service operations manager

- Identify and implement opportunities for innovation and continuous improvement in service introduction
- Experience managing Vendor relationships for claims adjudication with an emphasis on managing workflow across multiple work streams

based environment

- Provides daily guidance and direction to thirteen employees
- Strong interpersonal, communication, managerial and leadership skills and qualities
- Finra Series 66 or 63/65, or be obtained within 6 months after hire