



# Example of Service Operations Manager Job Description

Powered by [www.VelvetJobs.com](http://www.VelvetJobs.com)

Our company is looking to fill the role of service operations manager. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for service operations manager

- Provides leadership in resolution of complex and high-priority service and operation issues, as escalated from internal or external partners, to effectively ensure prompt and accurate resolution and client satisfaction
- Serves as lead resource for internal partners on customer service specific projects and initiatives
- Incorporates enterprise or departmental objectives to team objectives to ensure alignment and engagement in key priorities
- Provide leadership and coaching to employees 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
- Maintain KPI's to support business growth
- Ensure timely and cost-effective planning of on-site requirement in accordance with contractual agreements or single service requests
- Ensure site activities meet contractual requirements
- Monitor assistance services to ensure appropriate quality levels
- Assist field technicians during site activities for all necessary actions needed to perform the job
- Ensure customer review and validation of documentation to appropriately identify necessary activities

- Minimum 10-12 years' experience in Service out of which at least 3 years in Service Management role.-Extensive industrial experience in running and developing high efficiency operations-The ideal candidate should have previous Experience in daily operation of a service team and the ability to effectively manage the operations of the Aftermarket in relevant field
- Result oriented with a self motivating personality- Highly collaborative personality with excellent inter personal skills- Proven capability in developing an effective service team to provide sound Service Support.- Capability to build trustworthy relationship and ability to train, mentor and coach service teams.- Good communication skills- Computer literate (Lotus Notes, Microsoft Office, )- Travel extensively
- Bachelor's Degree in engineering, computer science or business
- Advanced degree and outstanding record of academic achievement required
- Proven expertise in key industries including, but not limited to financial services, high-tech, telecommunications, manufacturing, energy, retail, pharmaceuticals, or travel and logistics
- Must be willing to work extended hours (including evenings and weekends), as needed, to meet business objectives