



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. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for service operations manager

- Ensure that services are adequately described in the Service Catalogue
- You will closely work with Global Digital Marketing team and other disciplines (Project managers, marketing, IT Service line colleagues, ICT Delivery & Operations colleagues, digital agencies, and IT vendors)
- Define, develop and introduce goals and objectives for the organization and direct the implementation of plans for their cost effective accomplishment
- Ensure that overall operations of the department are conducted in accordance with Company policies and procedures, and are in compliance with health and safety guidelines
- Develop customer contacts and, in conjunction with other support groups establish strategies for obtaining new business and meeting financial and strategic objectives
- Oversee the department's performance relative to quality of work and responsiveness to customers' requirements, and initiate remedial measures, as appropriate
- Ownership and accountability of Airport operations Domain and team within agreed SLA's and KPI's
- Direct management and organization of all shift personnel to ensure the agreed minimum 24 x 7 shift coverage levels
- Act as ultimate shift escalation point for Customers and Business Units in case of major customer and service incidents
- Provide 12 hour support according to roster

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- Working knowledge of sequel database tools
 - Qualification's preferably in an engineering discipline or technical field, or service business management
 - Process improvement with root cause analysis and SOP development capabilities
 - Directs Work – Ability to provide direction, delegates work effectively and removes obstacles to get work done
 - ITIL Qualifications an advantage
 - Experience of working with fast paced Agile development teams