



Example of Service Operations Job Description

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

Responsibilities for service operations

- This role requires strong communications skills and imaginative, bold thinking in all situations
- Managing and tracking state abatements to completion
- Assist field service, sales, and systems teams to collect and prepare information related to service partner's performance and other unique account situations that may arise
- Function as the primary service representative for assigned accounts
- Build and maintain dashboards to verify stats provided by assigned service partners
- Perform periodic audits of open service repairs, recent repair performance
- Build team of representatives through conducting interviews and making hiring decisions
- Ensure all Client quality and compliance quota demands are met and exceeded
- Monitor calls to improve representative performance and to ensure that representatives are following procedures set forth by the Client
- Act as a Subject Matter Expert for assigned program (be knowledgeable of all "ins" and "outs" and prepared to educate others on them)

Qualifications for service operations

- Extensive IT programme and project management experience
- Experience of working with both on-shore and off-shore development teams

- Interface with Service Management team to ensure service is aligned to business needs with flexibility to adapt as required
- Take lead on Problem Management
- Resolve resource conflicts
- Provide leadership, guidance & career development for members of the team