



# Example of Services Operations Manager Job Description

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Our growing company is searching for experienced candidates for the position of services operations manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for services operations manager

- Generate periodic updates to keep business team apprised of operational state. Assist project business lead in preparing formal presentations to include collating data. These updates could be verbal, or either standard/ad-hoc reports. If applicable, this includes careful review of reports to ensure comprehensive and accurate information
- Responsible for the management of the expense reporting process. This includes careful monitoring of individuals and projects, responding to and resolving employee and manager issues, interfacing with the expense reporting and finance departments
- Attend client/sales meetings, as required
- Responsible for monitoring project parameters and approving payout of incentive compensation within project guidelines
- Liaison with Human Resources for PAF's and other personnel actions, as needed
- Knowledge and understanding of all aspects of operational support that is provided to your assigned project(s)
- Familiarization of and adherence to all processes, tools, and technology for those departments that directly support your assigned project(s)
- Responsible for timely administration of scheduling for Nurses, if applicable
- Coordinate with business lead to help shepherd contracts through pricing and approval process
- Other duties as applicable to your assigned projects. These duties will be

## Qualifications for services operations manager

- Demonstrated success in Field/Retail HR and expertise in Employee Relations
- 5+ years Ops management experience in a large organization
- Highly degree of skill and experience in Microsoft Exchange, SharePoint and Lync
- Graduate degree / BE / Diploma (3 years) with 10+2 stream
- Any Microsoft Certification is preferred ( MCSA / MCSE / MCP)
- Managerial Courage & Leadership