



Example of Support Services Manager Job Description

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

Responsibilities for support services manager

- Coordinate and promote implementation and monitoring of standard masterfiles, processes, reporting and education programs
- Assume a lead role for innovation, knowledge sharing and leading practices identification within the SSC and among peer group
- Serves as a subject matter expert in the administrative function by maintaining technical knowledge via attending educational workshops
- Establish individual team goals and objectives focused on sales growth
- Initiates and facilitates the discussion with customer and respective resolution stakeholders during critical issues
- Package all military students who are receiving Title IV aid, including future starts and current students
- Serve as manager of the campus military/veteran Support Services Center and liaison with its guests, including students, external veterans organizations personnel
- Internalize and evangelize within the enterprise the importance of quality relative to the customer experience
- Define tools and resources to improve efficiencies within all call centers and prepare tangible business case related recommendations as needed
- Facilitate train the trainer sessions as necessary for all enterprise support teams

Qualifications for support services manager

- This position must coordinate competing priorities while attending to interruptions and problem resolution in a hectic work environment as variable challenges present demands on a daily basis
- The work environment is busy with activity of students, faculty and staff coming and going as needed, with no standard or designated quiet time to attend to daily work
- Must be self-motivated and must be able to produce results in a timely manner with minimal supervision
- Strong writing, interpersonal, communication, listening and negotiating skills
- Minimum 5 years healthcare management experience with three of these years in the related area for the position
- Comprehensive leadership background with a focus on team building and quality