Operations Manager Job Description Sample

Our organization has lofty production goals and needs an experienced Operations Manager (OM) to aid us in achieving them. You will manage people, processes, equipment, and resources needed to achieve our quarterly and annual production targets.

Reporting directly to the senior leadership team, you will manage the daily functions of our company to ensure maximum efficiency and production output at all times. You will coordinate with multiple departments in order to identify and respond to anything that could negatively affect production output, from market and consumer trends to supply issues.

You will develop and oversee annual production budgets, P&L, and manage costs. You will manage inventory, staffing and QA. You are an excellent change manager, able to shift a large disparate organization to accommodate industry trends. You are skilled at using technology to solve business problems. While you see the big picture, you also keep an eye on the minute details.

The role is high pressure; you must have a proven multi-year track record of success in a related industry. You will also have strong troubleshooting skills.

You have strong skills in analyzing information and you are an intelligent negotiator who is an excellent communicator. You will be responsible for responding to customer feedback by shifting the operations methodology in order to provide the highest quality products and services. You understand that operational efficiency should never arrive at the cost of customer satisfaction and you are able to match the most efficient operational costs that best satisfies our customers.

Responsibilities

* Oversees daily operations of business production.
* For a small business or a start-up, some of these duties may instead be completed by the individual Operations Manager.
* Improves operational efficiencies to ensure goals are met.
* Responsible for business administration and employee oversight.
* Develops budgets and forecasts.
* Monitors P&L and expenditures to ensure profitability.
* Manages quality assurance (QA).
* Sets or oversees pricing and production.
* Troubleshoots production hindrances and enacts organizational changes to improve overall performance.
* Creates and implements long and short term strategic plans designed to increase production metrics.

Required Skills

Educational

* Bachelor’s degree in an industry-related field is a minimum requirement.
* Master of business administration (MBA) or other discipline is preferred.

Technical

* Tech savvy with expertise in Excel spreadsheets, or industry-specific software such as inventory control or business analytics.
* Finance and accounting skills.
* Industry-specific knowledge related to production of a product or service.
* Can analyze competitor behavior and adjust approach to improve operational performance.
* Methodical planner and excellent multi-tasker, able to document and follow through on group and individual activities.
* Expert negotiator, logical thinker.
* Extreme attention to detail and solid math skills.
* Able to grasp patterns of behavior and discern meaning.
* Excellent at troubleshooting and correcting the smaller details that make up the production process of a product or service
* Skilled at seeing the big picture.

Communication/Organizational

* Master communicator able to lead production teams.
* Critical thinking and analytical skills.
* Excellent problem solving skills.
* Able to improve organizational proficiencies.
* Creative, organized, and driven to build and meet corporate production goals.
* Expert intuitive people skills; engaging communicator.
* Detail oriented, focused, methodical, and organized.
* Exceptionally responsible, efficient team player.
* Excellent communicator in writing, by phone, and in-person.
* Intuitive grasp of business analytics and insights.
* Emotionally stable and able to function effectively under high pressure.

Benefits

* Full-time with benefits.

How to Apply

* Apply by forwarding your resume along with a cover letter.