

Operations Manager

SUMMARY:

Provides overall direction to departments involved in service delivery to customers and ensures that service delivery systems and departments are contemporary and effective. Ensures that the duties and responsibilities assigned to respective departmental and branch managers are carried out in an effective, systematic, and cost-effective manner.

Job Functions include: (Note: this is a representative list only - complete list provided with purchase)

- Supervises the maintenance and alteration of office areas and equipment, as well as layout, arrangement, and housekeeping of office facilities.
- Supervises the installation, removal, and changes in telephone, electronic mail, and facsimile services that are required to operate the service delivery offices, as well as inter-office communication installations and maintenance.
- Coordinates the priorities of staffing, service development emphasis, customer service and product delivery control, and maintains a program of ongoing Total Quality Management in each department.
- Ensures a continuous program of education, training and development is ongoing at all times, in every department, to maintain knowledgeable staff and the highest level of competent service delivery to customers.

(also details Supervisory Responsibilities, Qualifications, Education and/or Experience, Language Skills, and work environment)