# OPERATIONS MANAGER

When hiring a new employee it is important to provide them with a position description outlining, among other things, the tasks the employee will be required to undertake and the skills and knowledge needed to perform the role.

The following template may assist employers in developing a position description. The template can be easily modified to meet the requirements of the business. Be advised that information contained in this template is general in nature. If you are unsure about how best to write a position description that is suited to your workplace, please call the Workplace Relations Advice Line on (03) 8662 5222.

## Contacting the Victorian Chamber of Commerce and Industry

The Victorian Chamber’s team of experienced workplace relations advisors can assist members with a range of employment, human resources and industrial relations issues.

Our experienced workplace relations consultants can also provide assistance to both members and non-members on a range of more complex matters for a fee-for-service. The consultants can, among other things, provide training to employees, conduct investigations and provide representation at proceedings at the Fair Work Commission.

For assistance or more information, please contact the Workplace Relations Advice Line on (03) 8662 5222.

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## POSITION DETAILS

|  |  |
| --- | --- |
| Position Title: | Operations Manager |
| Job Type: | Permanent full-time |
| Hours of Work: | For example:38 hours per week, Monday to Friday. |
| Reports to: | Director |
| Award: | *A number of awards may be applicable, please call the Victorian Chamber* |
| Date of Appointment: |  |

## POSITION REQUIREMENTS

|  |  |
| --- | --- |
| 1.Main Duties | ***Outline the key duties and responsibilities of the role.*** For example:* Prioritise and handle multiple tasks effectively.
* Effectively communicate with all levels of staff including internal and external providers and contractors.
* Use a variety of technologies and techniques to deliver businesses solutions.
* Identify, lead and manage operational staff in the range of operations controlled by this position.
* Mentor and develop the team to measure individual and team Key Performance Indicators (KPIs) against the Service Level Agreement (SLAs) and drive the team to achieve service excellence, both individually and as team.
* Project manage multiple
* Review current business processes initiatives in line with the overall achievement of business goals and recommend and drive improvement in service delivery.
* Continuously improve optimisation and the challenge of meeting or exceeding your internal and external customer’s needs.
* Actively participate in the Annual Performance Review process.
* Observe and practice the ***[insert company name]*** OHS and Quality policy, guidelines and procedures.
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| 2. Qualifications | ***What qualifications are required for the role?***For example:Minimum 3 years corporate office experience |
| 3. Skills | ***List the skills needed for the job.*** For example:* Excellent written and verbal communication skills.
* Excellent organisational management skills
* Delegate responsibilities effectively
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Employee Signature: Date:

Employer Signature: Date: