

Operations Manager - Job Standards

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

KNOWLEDGE OF WORK:

Completely conversant in all the products and services the organization offers to customers
Understands and performs platform management -- staffing, scheduling, traffic analysis -- to ensure a consistent quality of service delivery to customers conducting business in person at any organization facility
Knows how to develop and maintain efficiency and effectiveness in all operations departments
Knows how to get things done; supervisory management, team building, motivating and leading
Knows established policies and procedures for each organization function and ensure compliance thereto

QUALITY OF WORK:

Constantly studies work methods and measurements to ensure the maximum utilization of service delivery personnel and service delivery technology
Implements total quality management (TQM) process to ensure conformance to operational requirements
Is willing to abandon old methodology in favour of improvements; supports such efforts and encourages staff to conform to changing times, processes, and methods
Completes all assignments in a timely manner, consistent with quality and professionalism

QUANTITY OF WORK:

Establishes and maintains work-measurement records in transaction volumes -- per product line or service -- and revises staffing configurations to meet service delivery demands
Organizes daily, weekly, monthly and quarterly activities in such a manner allowing for the completion of regular responsibilities as well as special projects assigned to the operations department
Manages supervisor -- does not do supervisors jobs for them -- leaving sufficient time for reflection, observation, and investigation into improved methods and procedures

COOPERATION/RELATIONSHIPS:

Creates working conditions and performance conditions that promote harmony and sound interpersonal working relationships
Treats all operating units and individuals fairly and equitable; has one management style for everyone that builds harmony and teamwork
Works hard to create smooth operating units through praise, recognition and effective coaching
Takes care of problems as they arise; does not allow situation to build and problems to fester

SELF DEVELOPMENT:

Attends job related seminars and training sessions to improve skills and abilities and become increasingly more productive and effective
Invests personal time and effort in maintaining a current and correct knowledge of the overall organization and depository institutions regulatory environment
Reads trade publications to keep informed
Investigates new operating policies, practices and procedures that might be implemented