Operational Director Job

Employer Name:

SpiderID: 12538441

Location: Houston, Texas

Date Posted: 5/17/2022

Wage: Negotiable

Category: Information Technology

Job Code: 044

Operational Director  
  
100% Remote  
  
\*US Citizenship Required  
  
The Platform Operations Director is responsible for creating, implementing and managing a program office function in support of the execution of the delivery center goals and objectives for the USDA Solution Support Project. Also accountable for the strategic planning and execution of Call Center operations across all deals. Responsible for large, complex programs across multiple work streams, which may include transitioning multiple processes to multiple geographies, and be accountable for the success, effectiveness, and on time delivery of all the applicable deliverables across all work streams. Will support Business Development efforts related to this line of work.  
  
   
  
 Job Responsibilities   
  
 \* Lead upgrades and drive process improvements for upgrades, deployments, testing, etc  
  
 \* Drive operational improvements &amp; standardize processes, procedures, monitoring, etc  
  
 \* Lead a team of 12  
  
 \* Provides management and leadership of processes for the continuous improvement of the customer experience with an emphasis on customer care, quality management, workforce planning, recruiting, coaching and training.  
  
 \* Coordinates across multiple operations/teams to add and support reporting insight (including best practices for KPI/SLA/OLA) and other needs.  
  
 \* Estimates, plans, and leads Transition efforts to include managing the people, process, and technology related activities required to set up and begin operations for a new outsourcing engagement with a client.  
  
 \* Oversees the implementation of continuous improvement with the end goal of removing manual processing or increasing quality control allowing the operation team to focus on other activities that drive value.  
  
 \* Ensures a commitment to excellence through continuous staff development programs enhancing employee engagement, service, knowledge, skills, and morale.  
  
 \* Manages the resources that gather and document reporting requirements and manages the production of reports which may include, but are not limited to, financial and quality metrics (e.g. Risk Assessment, Quality Assurance Waiver, Customer Satisfaction, Expectation Management etc.).  
  
 \* Utilizes both lean and Six Sigma Methodologies, to develop organizational effectiveness in collaboration with extended teams to provide process, tools, methods, operational excellence practices and training across the organization that can executed across the BPS deals.  
  
 \* Monitors and reports progress through governance and interacts with individuals throughout the delivery or product organization.  
  
 \* Manages the Communication, Training, Operation Excellence Implementation, Innovation and Programs work streams across multiple client deals.  
  
 \* Overall responsibility for leading the program, department, or functional area as designated. Oversees, directs, and mentors subordinate staff; communicates job expectations and enforces organizational policies, procedures and core values; responsible for recruiting staff, approving timecards, and conducting performance reviews and disciplinary measures.  
  
   
  
 Minimum Qualifications   
  
 Bachelor's Degree in a related field; Master's Degree preferred  
  
 12+ years of experience with 7+ years of project management experience and 8+ years of management experience  
  
 Familiar with Tableau &amp; Cloudera  
  
Other Job Specific Skills   
  
 \* Establishes and maintains positive working relationships with others, both internally and externally, to achieve the goals of the organization.  
  
 \* Understands ethical behavior and business practices and ensures that own behavior and the behavior of others is consistent with these standards and aligns with the values of the organization.  
  
 \* Works cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.  
  
 \* Must anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters.  
  
 \* Ability to positively influence others to achieve results that are in the best interest of the organization.  
  
 \* Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.  
  
 \* Excellent time management and organizational capabilities to set priorities, develop a work schedules, monitors progress towards goals, and track details, data, information and activities.  
  
 \* Must be a strategic thinker that contributes to moving the organization forward, sets goals, creates and implements action plans, and evaluates the process and results.  
  
 #cjpost

Start Date:   
  
  
Position Type: Full-Time Permanent  
  
  
Years of Experience Required:   
  
  
Education Required:   
  
  
Overnight Travel:   
  
  
Vacation Time:

Contact Name: ASM Research

Company: ASM Research