

Field Operations Manager Job Description

Duties and Responsibilities:

- Develop and implement policies for maximizing operational efficiency and profitability
- Address and resolve all issues concerning field office operations
- Monitor key metrics and develop action plans for improving company profits
- Develop and implement best practices and procedures to enhance business growth
- Motivate and reward high performing employees by recommending salary increase, bonuses or promotions
- Oversee the preparation, allocation and management of operations budget to ensure target achievement
- Develop and introduce new proposals and technology to enhance business productivity
- Collaborate with functional units of an organization to integrate new or existing services
- Manage services provided by a company to ensure they meet client expectations and requirements
- Build and maintain positive trust relationship with customers to minimize clientele attrition
- Ensure company operations comply with all local and federal labor laws and legislations
- Liaise with the finance team to determine the need for salary increment, allowances or bonuses
- Create workshifts and assign duties to company staff to ensure efficient operations
- Create and oversee the implementation of field tools to enhance operational effectiveness
- Ensure company operations are completed in a timely and effective manner.

Field Operations Manager Requirements – Skills, Knowledge, and Abilities

- **Education and Training:** To become a field operations manager, you require Bachelor's degree in business administration, engineering, or operations management, or in other similar field. Experience working in a technology industry preferably as a support service agent is also required. Few years of experience in a management position is an added advantage
- **Problem-solving Skill:** Field operations managers are able to come up with strategic solutions to effectively address operational issues
- **Interpersonal Skill:** They are able to work with company departmental heads and field agents to ensure smooth work operations
- **Time management Skill:** They are able to achieve operational objectives within set deadline.