



COMPANY LOGO

January 1

2017

MAUS BUSINESS SYSTEMS

SUITE 209, 117 OLD PITTWATER ROAD

BROOKVALE, NSW 2100

02 9907 1669



Sample Company

Operations Manager – Job Description

Job Title:	Operations Manager
Department:	Office
Shift:	Monday to Friday
Location:	Australia
Approved By:	Managing Director

Summary

Manages all activities related to operations and development of company products by performing the following duties personally or through subordinate supervisors.

Essential Duties and Responsibilities

Include the following. Other duties may be assigned.

- Develops and maintains manufacturing operations business plans to include all program requirements, labor hours, cycle, production costs, and image.
- Provides input to the development of product strategy and research and development of new and emerging products.
- Establishes production and quality control standards, develops budget and cost controls, and obtains data regarding types, quantities, specifications, and delivery dates of products ordered.
- Provides guidance to the development of a manufacturing process plan, including personnel requirements, material needs, subcontract requirements, facility needs, and tooling and equipment needs.
- Coordinates manufacturing activities with all other functions of the organisation and suppliers to obtain optimum production and utilization of human resources, machines, and equipment.
- Determines responsibilities of assigned organisation and staff positions to accomplish business objectives.
- Trains and ensures all assigned employees are aware of and comply with company, government, and customer policies, procedures, and regulations.

Supervisory Responsibilities

Manages one subordinate supervisor who supervises a total of six employees in the Front desk. Is responsible for the overall direction, coordination, and evaluation of these units. Also directly supervises four non-supervisory employees. Carries out supervisory responsibilities in accordance with the

organisation's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Competency

To perform the job successfully, an individual should demonstrate the following competencies:

- Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyses information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services.; Continually works to improve supervisory skills.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor's degree (B. A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to read, analyse, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MAUS Job Descriptions

Instantly create your own Job Descriptions

MAUS Job Descriptions software is the easiest, quickest and most effective method of creating job descriptions for your employees. It gives you the ability to create consistent detailed outlines of employee responsibilities and roles, educational requirements, work environment and other necessary job knowledge quickly and simply!

Having comprehensive and up-to-date job descriptions for each of your employees provides your organisation with many benefits and provides employees with an accurate understanding into what their job entails, their responsibilities and other important specifications which assists in maintaining focus.

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Key Benefits of MAUS Job Descriptions Software:

- A built in library of over 3,800 job descriptions, each including summaries and duties
- Export to Word and PDF
- Customise descriptions through an easy to use Intelli-text click technology
- Instill higher levels of commitment and motivation amongst your employees.
- Save 1000s of dollars in possible legal confrontations regarding either discrimination or unfair dismissal.
- Give your employees the information they need to maintain focus and work smarter.

Testimonials

“If you want a package that can facilitate every phase of employment, from hiring to performance review, Job Descriptions can do the job...”

PC World Magazine

“MAUS Job Descriptions is a tremendous time saver. Our managers absolutely love it! It's easy to use and allows them to create meaningful job descriptions which are consistent company wide.”

Anita Ruka (HR Director) - “A” Company Orthodontics

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The brand was originally established by Peter Hickey CEO in February 1990. For over 20 years, MAUS has been a leading publisher of innovative management software and learning programs targeted to small to medium sized business sector and business advisors

To maintain its market leadership, MAUS has demonstrated year after year the ability to continually deliver high quality, high featured practical software at a fraction of the price of our competitors.



Snapshot of companies that purchased MAUS software



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