JOB DESCRIPTION
The UNIVERSITY of OKLAHOMA

Manager, Operations

Job Code: 10689

Salary Grade: 23

FLSA Status: Exempt

Job Family: Organizational Administration

Job Subfamily: Administrative Operations

The following statements are designed to outline the general functions and typical responsibility levels associated with positions in this classification. They are not intended to serve as an exhaustive list of specific duties or requirements for individual positions assigned to this classification.

Position Summary

Supervises the day-to-day work of an administrative or operational team, ensuring service levels and quality standards are met. Assigns and coordinates work, trains and coaches staff, and resolves routine operational issues within established policies and procedures.

Job Responsibilities

1. Supervises the daily work of an administrative or operational team, assigning tasks and setting short-term priorities.
2. Monitors workload, service levels, and quality to ensure operational targets are met.
3. Trains employees on standard procedures, systems, and quality expectations.
4. Coaches direct reports and provides performance feedback to improve service delivery and consistency.
5. Maintains schedules, coverage, and workload distribution to meet service-level standards.
6. Resolves routine operational issues within established policies, referring more complex matters to leadership.
7. Provides input on operational processes, policies, and practices.
8. Monitors routine expenditures and supports budget tracking for the team.

Minimum Requirements

Required Education & Experience:

- Education: Bachelor's Degree
- Experience: 2 years
- Supervisory Experience: 1 year of supervisory experience, or equivalent experience leading projects, teams, or the work of others (e.g., team lead, project lead, training or mentoring responsibilities)
- Equivalency/Substitution: Will accept 4 years of directly related experience in lieu of the Bachelor's degree, for a total of the stated experience plus 4 years.

Required Certifications or Licenses:

- None

Verification of education and licensure (if applicable) will be required if selected for hire.

Knowledge, Skills, and Abilities

- Knowledge: Applies baseline planning, organizing, coordinating, and facilitating skills.
- Communication & Collaboration: Communicates, written and verbally, with direct reports and internal stakeholders.
- Problem Solving: Issues and problems may be varied, solutions are typically guided by policies and practices.
- Autonomy: Applies institutional standards, policies, and guidelines.
- Leadership: Supervision of employees is the primary accountability of this role.

Working Conditions

- Standard office environment.
- Prolonged periods of sitting and working at a computer.
- Frequent use of a keyboard and repetitive motion.
- Occasional lifting of up to 25 pounds.
- May experience periods of elevated workload and competing deadlines.

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