

# Job Description – Business Operations Manager

## POSITION SUMMARY

Through process analysis and interdepartmental collaboration, you will focus on Service Delivery and business operations, maximizing efficiency and productivity across the practice areas. Your primary focus areas will be around resource management, contract review, performance reporting, and driving operational efficiencies. In this cross-functional position, you will own all back-office, operational, application, and administrative activities of the business. The Business Operations Manager coordinates and manages activities such as the tracking of strategy, goal development, financial, workforce, productivity, performance reporting and other ad hoc projects, as necessary.

## DUTIES & ESSENTIAL JOB FUNCTIONS

- Build, own, and manage the Resource Management function for the business.
- Maintain a close understanding of our pipeline, assigning practitioners to support sales pursuits and new business opportunities.
- Propose the assignment of practitioners based on current or near-term availability to project requirements that align with their skills, professional goals, and/or staffing preferences (ideally aligned to the sales pursuit).
- Optimize utilization across the team by making staffing decisions to support client needs and business strategy.
- Ensure all members of the client services team meet their performance metrics, including by not limited to, utilization, client service hours and sales support.
- Serve as the subject matter expert (SME) and main point of contact for all Service Delivery technology platforms, including by not limited to BigTime, Salesforce.com, and SmartSheet.
- Proactively review staffing data (current plus forecasted) to produce and share meaningful insights on trends, forecasts, opportunities for improvement and areas of concern.
- Meet with senior leadership to review hiring and staffing requirements.
- Develop Dashboard for key performance indicators (KPIs), recommending and driving remediation and process enhancements. Review with leadership on an ongoing basis.
- Maintain a deep understanding of business operations, proposing and leading process automation and technology integration opportunities.
- Monitor progress, manage risk, and ensure key stakeholders are kept informed about progress and expected outcomes.
- Support annual budgeting and business planning process.
- Support the Service Delivery organization, often acting as the business partner to Finance, HR, and ITS departments.
- Work with Information Technology Services (“ITS”) team to integrate applications in a secure manner, enabling Cloudrise to grow and scale.
- Work with ITS to manage all aspects of users and licensing, including new user setup/deactivation, roles, profiles, permissions, etc.
- Work with ITS to design, develop, and ensure adherence to a formal change management process. Document all business use cases and solution designs to enable seamless knowledge transfer to supporting staff and/or third-party consultants.
- Contribute to and maintain a knowledge base of internal articles, documenting unique configurations and use cases for the applications you manage.
- Plan and execute internal projects based on organizational priorities.

## **QUALIFICATIONS**

- Bachelor's degree in Business Administration or relevant field
- Previous experience in an operational leadership position at a Big 10 consulting firm or Service Integrator
- 10+ years of related work, managing business operations for a services firm
- Proven experience in strategic planning and business development
- Strong decision-making and problem-solving skills
- Proven organizational and leadership skills
- Working knowledge of data analysis and performance metrics

## **PREFERRED**

- Proficiency in Microsoft Office products, specifically Outlook, Excel, and Power Point
- Excellent interpersonal and organizational skills
- Excellent oral and written communication skills
- Excellent communication and presentation skills
- Self-motivated to improve knowledge and skills
- Works well both in a team environment and independently
- Willingness to travel up to 10% of the time.

This list of duties and responsibilities is not intended to be all-inclusive and may be expanded to include other duties or responsibilities that management may deem necessary from time to time.

To apply, please send your resume and a cover letter to [careers@cloudrise.com](mailto:careers@cloudrise.com)