



# MAUS Job Descriptions:

## Sample Job Description



### **Overview:**

The job in this sample was found in the program's job library which contains over 3500 jobs. The program takes the hard work out of writing job descriptions as the program actually writes the description for you. Using the step-by-step process you will have complete job descriptions in minutes.

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## Company Name Job Descriptions

**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.
- Ensures all established costs, quality, and delivery commitments are met.
- Coordinates manufacturing activities with all other functions of the organisation and suppliers to obtain optimum production and utilization of human resources, machines, and equipment.
- Reviews production and operating reports and directs the resolution of operational, manufacturing, and maintenance problems to ensure minimum costs and prevent operational delays.
- Performs administrative activities associated with the effective management of shop operations, including compiling, storing, and retrieving production data for reports.
- 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.
- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.
- Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.
- 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.
- Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organisational values.

- Strategic Thinking - Develops strategies to achieve organisational goals; Understands organisation's strengths & weaknesses; Analyses market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.
- Planning/Organizing - Prioritises and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organises or schedules other people and their tasks; Develops realistic action plans.
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

**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.

### **Mathematical Skills**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

### **Reasoning Ability**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

## MAUS Job Descriptions

### Create job descriptions in minutes



Have you ever had an employee say, "I didn't know that was my job?" Effective job descriptions help you avoid that scenario by allowing you to realistically and consistently establish job content and appraise performance against measurable criteria.

Detailed job descriptions will also help you to hire the right candidate since you have clearly assigned and fixed the responsibilities and authorities of their position. It will also enable you to have a solid understanding of what you are seeking in a potential candidate. New employees will rapidly become more effective because their duties and responsibilities are not left to guesswork and chance.

### Key Benefits

- Save up to 90% of the time currently spent on creating job descriptions.
- Increase productivity through better educated and motivated staff.
- Increase the likelihood of hiring the right candidate for the job.
- Protect your business from discrimination or unfair dismissal claims.
- Orient new employees and realign the priorities of existing staff.

### At the click of a button, MAUS Job Descriptions will provide you with

- An accurate, concise library of customisable job descriptions
- Expert HR advice Customised interview questions and rating forms
- An 'Ad Writer' to help you write and place effective employment advertisements
- Protection from unfair dismissal claims.

### 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

### Summary of Features

3,800 built-in job descriptions, on-going user library, automatically generated text, performance competencies, customisation module, hiring module, reporting module, job questionnaire, links to Hrtools.com, expert HR advice.