

Job description

Prospective candidate should have mandatory experience of being an Operations Manager in the current role with minimum 5 years of experience.

- Assigning available employees to projects in accordance with their skillsets, previous experience, and availability.
- Monitoring and managing employees' workload, utilization, and overtime hours.
- Managing resource conflicts.
- Monitoring day-to-day project activities and corresponding resourcing.
- Capacity planning, i.e. making sure that a company's resources have capacity to work on upcoming projects.
- Overcoming resource shortages by means of resource management techniques, reallocating resources, assigning more staff, etc; informing senior management of any issues related to inability to meet clients' needs due to resourcing.
- Providing project managers with support when it comes to resource management issues or improving resource management processes.
- Knowing all the current and upcoming projects run in an organization and business development activities and being able to plan resourcing accordingly.
- Collaborating with the HR department regarding staff training, compensation and benefit planning, payroll administration, and hiring new staff for projects.
- Documenting processes (e.g. weekly utilization report, etc.).