

Operations manager job description

Updated October 17, 2026. Written and reviewed by the HRTally Research Team. Replace everything in [brackets].

Details

- Department: [Department]
- Reports to: [Manager title]
- Location: [City, State, or remote]
- Employment type: [Full-time, part-time, or seasonal]
- FLSA status: Exempt
- Pay range: [\$X to \$Y per year]

About [Company]

[Two or three sentences about what your company does, who it serves, and why people like working here.]

Job summary

We're looking for an operations manager to lead [team or site], improve how work gets done, and hit our targets for quality, cost, and delivery.

What you'll do

- Lead daily operations for [department, site, or business line].
- Set goals and track performance against key metrics.
- Hire, train, coach, and evaluate team leads and staff.
- Improve processes to reduce cost, waste, and errors.
- Manage the operating budget and resource planning.
- Ensure safety, quality, and regulatory compliance.
- Work with sales, finance, and other teams on plans and priorities.
- Report results and risks to senior leadership.

What you'll need

- Bachelor's degree or equivalent experience.
- [Five] or more years of operations experience, including people leadership.
- Track record of improving measurable results.
- Strong data, planning, and communication skills.

Nice to have

- Lean, Six Sigma, or similar process improvement training.
- Experience in [industry].
- Experience with [ERP or operations systems].

Skills

Leadership, Process improvement, Planning, Budgeting, Data analysis, Decision making.

Physical demands and work environment

Office and operations floor or site, with some travel between locations.

Pay and benefits

[\$X to \$Y per year], based on experience and location. [List benefits, such as health insurance, retirement plan match, paid time off, and training.]

Equal opportunity

[Company] is an equal opportunity employer. We consider all qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, genetic information, veteran status, or any other status protected by law. If you need a reasonable accommodation to apply or interview, contact [name] at [email or phone].

Hiring notes for HR and the hiring manager

Pay data

- Median hourly wage: \$50.85 (BLS OEWS, May 2025, SOC 11-1021, General and operations managers).
- Median annual equivalent: \$105,770 (hourly median x 2,080 hours).
- Mean annual wage: \$134,940.
- Check state and metro data at bls.gov/oes before setting your range, and include the range in postings where the law requires it.

Exempt status and legal notes

FLSA status: Usually exempt. Duties and pay decide overtime eligibility, not the job title.

Operations managers usually qualify for the executive exemption when their primary duty is managing a department, they direct two or more full-time employees, and they're paid on salary above the threshold. Managers who spend most of their time on the same tasks as their team may not qualify. In industrial settings, operations managers often carry responsibility for OSHA recordkeeping and safety programs.

How to customize it

- Name what the role operates and the team size.
- List the metrics the role owns.
- Describe the reporting line and decision authority.
- Say how much travel is involved.

Interview questions

1. Tell me about a process you redesigned and the result.
2. How do you decide which metric to fix first?
3. Tell me about a time you had to let someone go.
4. How do you plan for a sudden spike in demand?

Before you post

- Separate required from preferred. Required means you won't hire without it. Everything else is preferred. Long required lists screen out qualified people.
- Describe physical demands and environment. Lifting, standing, shifts, travel, noise, temperature. This sets honest expectations and supports an ADA essential functions record.

- State the pay range. Required in a growing list of states and cities, and expected by candidates everywhere else.
- Say exempt or nonexempt. Decide based on duties and salary before you post, and keep the classification consistent with how you pay.
- Name required licenses and checks. Licenses, certifications, background checks, drug tests, and driving record reviews, with the timing of each.
- Add the accommodation and EEO statement. Tell candidates how to request a reasonable accommodation, and include your equal opportunity statement.

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