

# **Business Operations Manager**

**Location: Mazeres, France**

## **Responsibilities**

- Primary point of contact between Apollo and its key clients responsible for managing and nurturing relationships
- Maintaining client satisfaction, driving business growth, and maximizing long-term profitability
- Being the voice of the customer within Apollo by effectively communicating the client's needs, challenges, and feedback to relevant teams
- Building lasting relationships by investing time and effort into understanding your clients' businesses and becoming a trusted advisor
- Overseeing Apollo's French facility operations activities
- Ensuring health and safety and any legal facility management requirements are met
- Identifying operational improvements and collaborating with the wider European team on execution
- Ensuring gold standard of service to our customers in terms of OTD and PPM
- Making sure all processes and procedures are followed to the AS9120 standard
- Management of NPI activities and any new projects
- Monthly performance reporting to the VP Ops Europe

## **Requirements**

- Bachelors degree
- Fluent French & English essential
- 5 years' experience in an operations/customer facing role
- Ability to handle multiple tasks, such as communication and record keeping
- Ability to adapt to fast-paced working environments
- Ability to collect and process vast information
- Analytical thinking to come up with progress plans
- Excellent organisational and problem-solving abilities, able to think critically and come up with creative solutions
- Good communication skills, both verbally and in writing, able to present information to groups and answer inquiries
- Ability to collaborate with international teams
- Being proactive about customer requirements