

## CAREER PROFILE

# Operations Supervisor

## JOB OUTLOOK

The field of operations is growing due to the fact that job functions are needed by every company, and employment is expected to grow 12.5 percent from 2012-2022.<sup>5</sup> Operations Supervisors will have the choice to work in almost any industry. They can work in the corporate office world or even find themselves in the middle of the ocean or flying a drone over an oil platform. Operations Supervisors examine the best ways to make production safer and more effective for the company, its employees, and the environment.

## SALARY RANGE<sup>4</sup>

\$41,000–\$114,000

## WHO ARE THEY?<sup>1</sup>

Operations Supervisors are professionals managing the physical aspects of a specific department, an area in a company, or an entire plant. They are data collectors and analyze the overall efficacy of the field of supervision. They have excellent communication skills both to work with the staff they supervise and to report their findings to the director of the area they monitor. They have an attention to detail and are consistently looking for innovative ways to make processes and production more efficient, effective, and safe. They may find jobs with oil companies, government organizations, the manufacturing industry, or our corporate world, and work in several different settings depending on the industry in which they work.

## WHAT DO THEY DO?

Operation Supervisors observe the daily activities of an operations unit. They determine the workflow of the group, scheduling and execution, and planning of the department budget. Operation Supervisors design procedures and create an operational policy for the employees to implement. They set forth plans for implementation of their designs, including employee training. They develop a thorough knowledge of the functional area and department process.<sup>2</sup> Operation Supervisors are responsible for processing client requests, overseeing logistics, and product delivery. They organize meetings and quarterly reports and facilitate general administrative duties.<sup>3</sup> They prepare reports with data such as performance outcomes and goal achievement to present to executives. Operation Supervisors find solutions to both simple and complex problems using innovative designs.

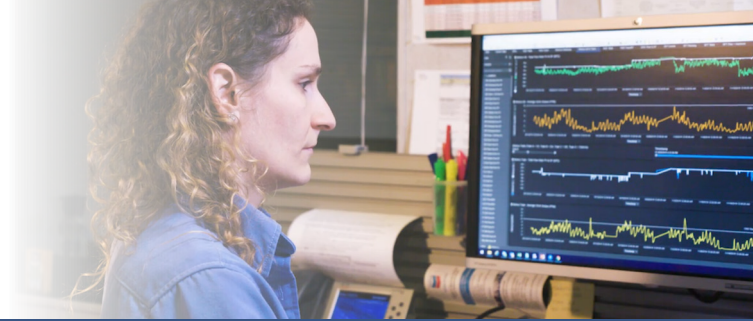
<sup>1</sup> Jobhero, Operations Supervisor Job Description, On the internet <https://www.jobhero.com/operations-supervisor-job-description/> (visited on January 31, 2020)

<sup>2</sup> Salary, Operations supervisor, on the internet <https://swz.salary.com/salarywizard/Operations-Supervisor-Job-Description.aspx> (visited on January 31, 2020)

<sup>3</sup> Mighty recruiter, operations supervisor, on the internet <https://www.mightyrecruiter.com/job-descriptions/operations-supervisor/> (visited on January 31, 2020)

<sup>4</sup> PayScale, Average Operations Supervisor Salary, On the internet [https://www.payscale.com/research/US/Job=Operations\\_Supervisor/Salary](https://www.payscale.com/research/US/Job=Operations_Supervisor/Salary) (visited on January 31, 2020)

<sup>5</sup> Great Value Colleges, Is Operations Management a Growing Field?, On the internet <https://www.greatvaluecolleges.net/faq/is-operations-management-a-growing-field/> (visited on January 31, 2020)



## CAREER PROFILE

# Operations Supervisor

### EDUCATION/ TRAINING

Certification is not required, but voluntary certification is available. The Certified Supply Chain Professional (CSCP) credential is available to supervisors who possess a bachelor's degree and five years of work experience.

In addition to a bachelor's degree, this position may require:

- Five years of experience in management
- Five years of experience in the field of the operations unit
- Excellent communication and organization skills

### HOW DO I BECOME ONE?

An Operations Supervisor needs a high school diploma. However, some employers prefer a Bachelor of Business Administration or a related field and four years of management experience. An Operations Supervisor should work on becoming an active listener, critical thinker, and organizer. They should focus on courses in areas such as mathematics, science, and technology.<sup>6</sup> An Operations Supervisor should have knowledge of mechanics, production, processing, engineering, electronics, and management. They need to have time management, judgment, and monitoring skills. Operations Supervisors need to use project management, time accounting, enterprise resource planning, and logistics/supply chain software programs.<sup>7</sup>

<sup>6</sup> Chron, Job Description of an Operations Supervisor, on the internet <https://work.chron.com/job-description-operations-supervisor-17809.html> (visited on January 31, 2020)

<sup>7</sup> Study, How to become an operations supervisor, On the internet [https://study.com/articles/How\\_to\\_Become\\_an\\_Operations\\_Supervisor\\_Step-by-Step\\_Career\\_Guide.html](https://study.com/articles/How_to_Become_an_Operations_Supervisor_Step-by-Step_Career_Guide.html) (visited on January 31, 2020)