Operations Services & Solutions Service Manager (10007828)

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Job Description

Key Functions and Expected Performance:

- Serve as a thought leader in user-centric design, overseeing the implementation of innovative User Experience/User Interface (UX/UI) principles to enhance service delivery and ensure alignment with Vanderbilt's mission and vision.
- Lead the implementation of transformative programs and initiatives aimed at streamlining operations, driving efficiency gains, maximizing organizational effectiveness, and enhancing the staff experience with minimum oversight from senior leadership.
- Collaborate closely with the Sr. Director, Operational Optimization to align operational priorities with institutional goals and objectives, ensuring strategic initiatives are executed with precision and impact.
- Leverage advanced analytics and data-driven insights to identify trends, opportunities, and areas for improvement, driving evidence-based decision-making and continuous enhancement of operational performance.
- Provides budget oversight and management for assigned programs, projects, or operational areas.
- Champion the integration of emerging technologies, including artificial intelligence and automation, to optimize processes, enhance scalability, and unlock new avenues for growth and development.
- Serve as a visible advocate for Vanderbilt's core values, promoting a culture of belonging, collaboration, self-direction, and growth throughout the organization.
- Lead by example, inspiring and empowering fellow team members to achieve excellence and embrace a mindset of continuous learning and professional development.
- Champion measurable continuous improvement by optimizing people, processes, and technology, including AI, to democratize access and opportunity to learning, development, and growth opportunities across the organization.
- Provide guidance, coaching and training to other staff within the job area.
- Additionally, undertake any other responsibilities as needed.

Supervisory Relationships:

This position does not have supervisory responsibility, this position reports administratively and functionally to the Sr. Director, Operational Optimization.

Education and Certifications:

Bachelor's degree or equivalent in Business, Operations Management, Human Resources, or a related field is required.

Experience and Skills Required or Preferred:

- Minimum of 5 years in operations or a similar role within a complex organizational setting required.
- Proven ability to develop and implement measurable operational processes and improvements.
- Strong program management skills with a track record of innovation, benchmarking and leading program implementation from conception to completion.
- Proficient with Microsoft Office Suite and project management applications.
- Experience utilizing GenAI to enhance and automate responsibilities where possible.
- Experience analyzing data and dashboards to make informed decisions regarding program management and operational effectiveness.
- Experience in utilizing contemporary HCM (Human Capital Management) (e.g., Oracle), LMS (Learning Management Systems), and cloud-based people platforms a plus.

About Us

At **Vanderbilt University** , our work - regardless of title or role - is in service to an important and noble mission in which every member of our community serves in advancing knowledge and transforming lives on a daily basis. Located in Nashville, Tennessee, on a 330+ acre campus and arboretum dating back to 1873, Vanderbilt is proud to have been named as one of "America's Best Large Employers" as well as a top employer in Tennessee and the Nashville metropolitan area by Forbes for several years running. We welcome those who are interested in learning and growing professionally with an employer that strives to create, foster and sustain opportunities as an employer of choice.

We understand you have a choice when choosing where to work and pursue a career. We understand you are unique and have a story. We want to hear it. We encourage you to apply today so that you might become a part of our story.

Vanderbilt University is an equal-opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or status as a protected veteran, or any other characteristic protected by law.

Job Info

- Job Identification 10007828
- Posting Date 01/23/2026, 01:35 PM
- Locations Nashville, TN, United States
- Job Schedule Full time
- Job Category University Operations
- Job Function Administrative Support
- Management Level Individual Contributor 3