

JOB DESCRIPTION TEMPLATE

Privacy Operations Specialist

is hiring a Privacy Operations Specialist to run and improve the day-to-day processes that support our privacy program. You will coordinate while maintaining clear deadlines, documentation and escalation.

Department	Privacy / Legal Operations / Compliance
Reports to	Privacy Operations Manager / Privacy Program Manager / Director of Privacy
Location	Remote / Hybrid / On-site and location
Employment type	Full-time / Part-time / Contract

POSITION OVERVIEW

the organization is hiring a Privacy Operations Specialist to run and improve the day-to-day processes that support our privacy program. You will coordinate the organization while maintaining clear deadlines, documentation and escalation.

This role works across Privacy, Legal, Security, IT, Data, Product, Customer Support and business operations. The successful candidate will combine disciplined case management with the judgment to recognize when a matter requires specialist or legal review.

KEY RESPONSIBILITIES

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- Manage privacy intake and route matters to the correct owner.
- Coordinate data-subject or consumer-rights requests from verification through response.
- Administer privacy assessment workflows and gather required information.
- Maintain data inventories, records of processing and supporting evidence.
- Coordinate vendor privacy intake and follow-up.
- Maintain procedures, service levels, templates and knowledge resources.
- Administer or support .
- Track exceptions, escalations, overdue actions and remediation.
- Produce metrics on volume, cycle time, quality and program health.
- Identify responsible opportunities for workflow automation and improvement.

REQUIRED QUALIFICATIONS

- years in privacy operations, legal operations, compliance coordination, customer operations, project coordination, records management or a related field.
- Experience managing cases, requests or workflows with defined deadlines.
- Strong documentation, organization and stakeholder communication.
- Ability to apply procedures while recognizing exceptions and material risk.
- Working knowledge of privacy principles or the ability to demonstrate focused study and relevant project experience.

PREFERRED CERTIFICATIONS

Experience with individual-rights requests, privacy assessments or data inventories.; Familiarity with [GDPR / CCPA and CPRA / applicable sector rules].; CIPM, CIPP or progress toward a relevant credential.; Experience with [OneTrust / TrustArc / Securiti / Jira / ServiceNow / other tools].; Experience producing operational dashboards or quality reviews.

TECHNICAL KNOWLEDGE

GDPR, CCPA / CPRA, ISO/IEC 27701, privacy impact assessments, data mapping, records of processing.

ESSENTIAL COMPETENCIES

Analysis, documentation, judgment, cross-functional collaboration, and clear communication of privacy risk.

SUCCESS IN THE FIRST YEAR

- Requests and assessments meet applicable deadlines and quality standards.

- Intake, ownership and escalation are clear to business partners.
- Program records are complete, consistent and audit-ready.
- Reporting reveals bottlenecks and drives measurable improvements.
- Automation improves reliability without removing necessary human review.

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