

## Operation Manager - Logistics NUPCO Operating Project

|                    |                                   |                |                                     |
|--------------------|-----------------------------------|----------------|-------------------------------------|
| Job Title          | Operation Manager                 |                |                                     |
| Division           | Logistics Division                |                |                                     |
| Department         | Healthcare Logistics Department   |                |                                     |
| Section            | Logistics NUPCO Operating Project |                |                                     |
| Location           |                                   | Direct Reports | Operations Supervisor, QHSE Officer |
| Reports To         | Logistics Manager                 | Version Number | 1                                   |
| External Relations | All External Customers            | Guide Number   | 7072                                |
| Internal Relations | All Internal Customers            | Job Code       |                                     |

### Basic Function

The primary responsibilities for the position of, "Operations Manager" are to meet or exceed the Operational, EHS operational and Strategic, as well as managing the day-to-day operations, of the organization for the following sections, but not limited to; 3PL & 2PL all Logistic Projects .

### KEY Responsibilities

#### Core

- Leading and managing Logistics operation activities related to, but not limited to, planning, order processing, work processes improvements, receiving, facilities, personnel issues, operational issues; as well as monitoring operational process and procedures adherence to prevent service failures; and managing smooth flow of logistics operations at all time.
- Pro-actively design and implement Logistics control systems, by developing and executing related programs for SMSA, setting section goals, employee KPI's etc. and recommending operational changes to achieve the required revenue & deliverables, while meeting or exceeding our valued customers SLA.
- Strategic planning, with the Logistics Director, for SMSA Specialized Logistics section including, but not limited to the activities of Warehousing, Distribution & Trucking business units. Ensuring that all sections are effective, efficient & result driven operations.
- Overseeing both domestic and international Logistics; focusing on improving revenue / sales; as well as regularly reviewing functional policies and service performance while ensuring coordination among all related stakeholders / departments / customers.
- Fully understand, drive and promote SMSA vision, culture and values. Develop operational strategy for the assigned divisions like 3PL & 4PL Projects, Cold Chain, Healthcare and all Logistic Projects in line with the business strategy and translate it into effective medium and short-term plans and executive plans.
- Monitor the performance of 3PL & 2PL Projects, Cold Chain, Healthcare and all Logistic Projects against pre-set performance goals to ensure that progress is being made in the desirable direction and preventive/corrective actions are taken accordingly.
- Responsible for effective management and monitoring of Warehousing, Distribution and Trucking activities against the standards set by the industry norms & best practices and SMSA policies.
- Ensure availability of the technological requirements to automate logistics database and reporting requirements.

- Ensure temperature control systems / devices for specific products are properly maintained and a contingency plan is in place to meet unforeseen situations.
- Ensure development of solutions to complex logistics support problems with other product support functions, customers, and suppliers.
- Generate sales revenue of the assigned department & divisions.
- Ensure the sales targets of logistics division (3PL & 4PL Projects, Cold Chain, Healthcare and all Logistic Projects) are met with a constant growth.
- Lead and direct all direct reports divisions' policies and procedures, performance indicators, and overall quality of the Logistics operations, and provide timely recommendations for the improvements.
- Direct and oversee the development of assigned sections' policies and procedures.
- Ensure operating procedures, awareness and precautions are communicated to the frontline in an effective manner.
- Ensure staff operates in accordance with operating procedures and policies.
- Provide directions with responsibility on the implementation of initiatives associated with 3PL & 4PL Projects, Cold Chain, Healthcare and all Logistic Projects.
- Collect relevant operational and business performance data of the assigned sections and also provide timely reports to Logistics Director regarding the sections' activities and performance.
- Oversee and ensure all the assigned sections are compliant with applicable environmental, health, safety, and other regulatory rules and regulations.
- Support and add expertise to business development opportunities to achieve organizational objectives.
- Provide assistance and advice to team leaders on logistics management issues.
- Enhance working relationships with the relevant external stakeholders / customers to form strategic partnerships, and motivate internal stakeholders, and manage change to achieve the required results.

### Planning & organizing

- Plan and direct assigned sections resources country / international wide with relevant departments to provide maximum service to meet customer/business requirements while maintaining cost effectiveness within company cost parameters.
- Ensure effective handling equipment, facilities, and tools to meet business requirement as well as exceed customer expectations.
- Identify gaps that affect organizational effectiveness to provide service and determine resultant actions.

### Service Quality & Corporate Image

- Ensure service provided meets customer and business expectation through upholding and ensuring that company image and branding is maintained at the highest level.

### HR / Administrative

- Ensure all employees are empowered / trained in respective job skill areas to build high-performance and motivated workforce to meet business objectives.
- Monitor and set up appropriate systems to measure achievements against KPI.
- Exercise control of staff by authorizing vacation, overtime, incentives, disciplinary action, etc. to achieve team goals / targets.
- Approve reallocation of resources to meet business requirements
- Monitor and control overall team performance by reviewing regularly the day to day performance information through meetings, reports, walkthroughs and observations.
- Recommend increment adjustments for consistently improved productivity performances.

- Provide effective feedback regarding achievement / successes and goals attained.

### Organizational Responsibilities

- Implement company policy and procedures to meet ISO and business requirements.
- Hold regular meetings with staff and maintain effective communication route to staff and the company relating to Operations.

### EHS

- Ensuring that all safety related equipment and systems, particularly fire fighting, alarm, emergency lights and similar equipment are identified, listed and scheduled as part of the preventive maintenance program, and that they remain in safe & good operational condition at all times
- Coordinating with maintenance staff concerning occupational health & Safety, and environmental management
- Coordinate and Participate in the departmental EHS system activities including hazard identification, safety awareness and procedures implementation, waste management, environmental aspects identification, and EHS audits
- Overseeing and monitoring all the work activities in order to make sure that work and job related hazards are identified and the work is being performed safely, following the OHS system / rules, and considering the environmental management principles
- Coordinating with the Maintenance Engineer / contractor regarding the execution of the preventive/corrective maintenance activities
- Actively participates in the development and implementation of EHS objectives & programs, and lead EHS audits / inspections. Take a major role in incident reporting & investigation
- Participates in the emergency response plan, development, and in conducting emergency drills
- Actively participates in the EHS audits / inspections. Take a major role in incident reporting & investigation
- Coordinate and participate in the paper and other recycling programs, communication & management
- Planning and supervising the EHS awareness and training activities and ensuring competence of all personnel
- Supervising the EHS internal audits, inspections, and corrective / preventive actions effectiveness

### Business Continuity

- Ensuring that the BC plan (or plans) adequately delivers the organization's BC capability and meets the BC requirements.
- Communicating the implications of departmental changes that may impact the BCMS.
- Collecting information for and completing the BIA.
- Identifying and acknowledging supply chain priorities.
- Developing, implementing, and maintaining departmental procedures on behalf of the plan owner.
- Conducting and participating in exercises.
- Maintaining the departmental BC documentation. Liaising with the BC managers.
- Developing, coordinating, and facilitating the BCMS. This includes developing analysis and BC plan templates.
- Facilitating and coordinating the BIA, risk and threat assessment (related to prioritised activities), strategy and solutions planning, BC plans and testing throughout the organization.
- Ensuring maintenance of the BCMS on a periodic basis as well as whenever it is appropriate.

- The effective use of resources and procedures within the BCMS, such as systems, tools, and response and recovery procedures.
- Making recommendations, removing roadblocks, and reporting to top management

## Competencies - Professional and Technical

### Behavioral Competencies

|                     |         |
|---------------------|---------|
| Adaptability        | Level 4 |
| Change Leadership   | Level 4 |
| Communication       | Level 4 |
| Conflict Management | Level 4 |
| Continuous Learning | Level 4 |
| Decision Making     | Level 4 |
| Resource Management | Level 4 |
| Stress Management   | Level 4 |
| Team Leadership     | Level 4 |
| Teamwork            | Level 4 |

### Competencies – EHS

Knowledge of basic environment health and safety requirements  
EHS corporate objectives awareness  
Awareness of EHS requirements in the QEHS management systems  
Have attended EHS awareness training (if applicable)  
Awareness of Environment Health Safety incident reporting

### Organizational Competencies

Intermediate

\*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)

### Decision Making

Decision making - 4

### Key Performance Indicators (KPIs)

Abide by the goal setting forms (Individual KPI'S) of the current financial year

### Qualification : Education and Experience

Bachelor's Degree (Preferred specialization in their field of work).( Those in finance/ accounting jobs must be a CPA or equivalent.). At least five (5) years of relevant work experience, 2 years of which should be in managerial capacity, preferably in the same industry.

or

Diploma, certificate courses with over 8 years industry experience of which at least 2 years has been in management position

or

Diploma, certificate courses with over 10 years industry experience of which at least 4 years has been in Supervisory position

\*Note: Industry Experience wherever its applicable

Date Of Release

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| <b>Prepared By:</b> | <b>Reviewed by:</b> | <b>Approved by:</b> | <b>Endorsed by:</b> |
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| <b>Employee Name:</b> |
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I hereby confirm my utmost commitment in fulfilling all the requirements including above and any amendment to this document.

Management reserves the right to amend the Job description at any time without prior notice.

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|-------------------|--------------|
| <b>Signature:</b> | <b>Date:</b> |
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