

Manager- Operations

Job Title	Manager- Operations		
Division	Operations		
Department	Operations		
Section	Operations		
Location	IBU-Egypt	Direct Reports	Operations & SMSA Service Center (SSC)
Reports To	Country Manager	Version Number	1
External Relations	All External Customers	Guide Number	
Internal Relations	All Internal Customers	Job Code	

Basic Function

Principal corporate strategic planner for SMSA operations; overseeing both ground and international operations; focusing upon improving window-time, on- time delivery, and package safety; as well as regularly reviewing functional policies and service performance while ensuring coordination among all regions.

Responsible for providing leadership, management and supervision of facilities, communication systems, technology, safety, public relations, standards, staff management and regulatory compliance of functions under direct supervision. Set SMSA Service Center (SSC)'s strategic plans and all SMSA Service Center (SSC)'s operations' standards, policies and procedures. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Planning & Organizing

- Plan and direct operations resources country wide with relevant departments to provide maximum service to meet customer/business requirements while maintaining cost effectiveness within company cost parameters.
- Ensure effective systems, 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.
- Improve and increase services offering and products.
- Maintain the company image.
- Plan the SMSA Service Center (SSC) employees' development in coordination with HR.
- Prepare plan of new SMSA Service Center (SSC)s (distribution of location)
- Prepare of SMSA Service Center (SSC) department strategic plan.
- Plan and control the country respective fleet
- Plan and control the domestic and international line haul.

Core

- Ensure the SMSA Service Center (SSC) Department revenue growth meet the planed target.
- Ensure SMSA Service Center (SSC) services are easy available to maximum number of customers

- Maintain growth revenue of SMSA.
- Visit SMSA Service Center (SSC)s (as per the budgeted plan).
- Monitor international quality report.
- Prepare policies and procedures to guide the SMSA Service Center (SSC) operations.
- Design SMSA Service Center (SSC) related new projects in coordinate with other departments.
- Prepare kind of reports (revenue Report, Financial Statements report, Audited Financials, Project Progress, Reports on Demand, Company Budget, Monthly meeting report, Collection report, Customer report)
- Provide SMSA Service Center (SSC)s information to internal auditors.
- Monitor demonstrates consultative behaviors to ensure friendly, polite, expert service is delivered to all customers
- Evaluate the efficiency and productivity of SMSA Service Center (SSC) staff in creating positive customer experiences.
- Establish and manage a process for customer flow to improve service experience ensuring customers' needs are met, quickly and quality products are delivered
- Oversee shipping related services and activities.
- Ensure collective high standards of performance from the team.
- Performs other assignments as required.
- Prepare SMSA Service Center (SSC)s renovation plan, including designs and quotations.
- Set up SMSA clearance facility
- Achieve operational KPI's
- Staff satisfaction Survey
- Maintain SMSA Service Center (SSC) service level
- Cash remittance as per deadline
- Company related standards & certifications

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

- Analyze business requirements and recommend appropriate staff training needs by implementing best practices from industry and customer.
- Ensure all employees are empowered / trained in respective job skill areas to build high-performance and motivated workforce to meet business objectives.
- With management team, determine and set SMART KPI / goals to be achieved in line with company / individual staff objectives.
- Monitor and set up appropriate systems to measure achievements against KPI.
- Provide effective feedback regarding achievement / successes and goals attained.
- Maintain SMSA Service Center (SSC) & Operations department staffing level.
- Maintain Operations & SMSA Service Center (SSC) staff turnover.
- Provide any training need to HR.

Finance

- Plan and control the Operations & SMSA Service Center (SSC) department budget and expenditure on a seasonal basis.
- Provide cost-effective solutions for the services and equipment required on an ad-hoc and planned basis.
- Through effective planning and communication, be able to foresee and plan for capital expenditure.
- Manage supplies & suppliers related to the department to ensure maximum cost effectiveness and service.

Sales

- Support business-related initiatives, including visits to prospective clients.
- Plan and identify initiatives to enhance existing business network.

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.
- Overall supervision of Operations & SMSA Service Center (SSC).
- Ensure efficient and effective flow of the SMSA Service Center (SSC)s processes within SMSA.
- Develop and implement SMSA Service Center (SSC) policies and procedures

EHS

- Understand and adhere to the company's environmental and safety policies.
- Regularly attend safety training and awareness sessions.
- Always use personal protective equipment (PPE) where required.
- Immediately report any environmental or safety concerns.
- Actively participate in emergency drills and respond as trained.
- Be aware and comply with all legal requirements related to environmental health and safety.
- Encourage colleagues to adopt safe and environmentally friendly practices.

Competencies - Professional and Technical

Behavioral Competencies

Adaptability	Level 3
Change Leadership	Level 4
Conflict Management	Level 3
Decision Making	Level 3
Initiative	Level 3
Networking/Relationship building	Level 3
Planning & Organizing	Level 3
Stress Management	Level 3
Team Leadership	Level 4
Visioning & strategic Direction	Level 3

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

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

Prepared By:	Reviewed by:	Approved by:	Endorsed by:

Updated by:	Date:	Approved by:	Date:

Employee Name:

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.

Signature:	Date: