

## JOB DESCRIPTION – OPERATIONS MANAGER

<b>Job title</b>	<b><i>OPERATIONS MANAGER (AIR/SEA FREIGHT FORWARDING)</i></b>
<b>Reports to</b>	<b><i>Managing Director</i></b>
<b>Location</b>	<b><i>Santry, Dublin 9</i></b>
<b>Key interface</b>	<b><i>Operational Management/ Account Management/ Senior Management/Clients/Other SEKO Branches/Suppliers/ Transport companies/IT support/Company Directors/Finance / Staff</i></b>

### **Job purpose**

To identify and achieve the optimum utilisation of all resources to the profitable benefit of the Company and customer, in accordance with company operational procedures, financial budgets and statutory requirements, including Health & Safety

### **Key duties and responsibilities**

1. Manages staff by supporting with recruiting, selecting, and training employees; maintaining a safe, secure, and legal work environment; developing personal growth opportunities by ensuring all your team members have an active Personal Development Plan (PDP)
2. Accomplishes staff results by communicating job expectations; planning, monitoring, and appraising job results; training, coaching, counselling, and disciplining employees where required.
3. Be the key point of contact for the Warehouse Manager and other department heads and assist in trouble shooting and problem solving through to fruition.
4. Lead operational running of the branch, prioritising under-performing areas and suggesting/ managing adjustments through to fruition.
5. Develop and implement medium term branch improvements.
6. Plan, prepare month-end reports and monitor annual budget month-on-month with the MD.
7. Maintaining standards of Health and Safety, hygiene and security in the work environment.
8. Monitor productivity, KPI's analyse performance with Operations department heads and review under performance with operations managers.
9. Regular analysis and review of Crucial KPI's for the business and proposal of improvements. To develop strategies and objectives to maximise customer service, productivity, growth, planning and cost control for the Branch.
10. Commercially focused, always looking to new client opportunities, supporting Sales teams towards achieving targets.

## Qualifications and key skills

Performance Management, Project Management, Coaching, Supervision, Quality Management, Results Driven, Developing & Managing Budgets, Developing Standards, Foster Teamwork, Handles Pressure, Giving Feedback, Team Player.

## THE IDEAL CANDIDATE WILL HAVE:

- Ability to lead a small but dynamic team
- Fluent English
- Wide experience in air/ocean freight forwarding business
- Top communication, organizational & planning skills
- Teamwork, good interpersonal skills
- Flexibility and ability to adapt to changing circumstances
- Problem-solving ability, particularly when working under pressure
- Accuracy and attention to detail
  
- Professional qualifications in Logistics or Supply Chain Management.
- At least five years' experience of successfully managing a team of reports in a multi-functional logistics-based operation.
- Can do attitude with a think out of the box approach to solution design.
- IT literate in MS word, PowerPoint, Excel and data manipulations including V lookup and pivot tables
- Direct knowledge and experience with CargoWise and Thyme IT preferable.
- Well organized, methodical strong communicator at every level.
- Employs leadership to situations - works productively with others across the business

## KPI's

- Delivering monthly billing data to the business on time
- Maintain and comply with service level agreements
- Budget compliance
- PDP completion for all employees and review annually
- Financial reporting to the DC Management Team.

## Other Duties

- To apply, promote and practice unit rules and regulations
- To apply, promote and practice Health and Safety instructions and regulations
- To apply and promote all Statutory requirements as instructed
- Undertake any other duty deemed reasonable by Senior management
- To know, understand, promote and enhance all SOPs for the site.

## Working conditions

Working conditions: rare but may include evening and weekend work, shift work, working outdoors, working with challenging clients, and in a highly targeted fast paced environment.

The job holder is required to adequately manage themselves in an environment with the pressure of a fast paced and highly targeted work environment and to communicate any excessive pressure or other types of demands.

### **Physical requirements**

This role requires particular physical attributes due to its nature and tasks. A standard of physical health and fitness is required i.e.:

- Good vision, good hearing, good mobility

### **Direct reports**

- Heads of Product departments (Air, Sea, Brokerage)
- Warehouse Manager
- Administration Team

### Additional Information:

This job description sets out the current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.

Agreement to this job description does not confirm employment status. Employment or worker status will be confirmed alongside all notable terms, within the offer letter and contract of engagement or worker agreement.