	General Manager Job Description		Document Number: JD-OPS-09.05
	Department: Operations	Effective Date: October 26, 2015	Revision No 0

I Reason for Existence


General Manager is responsible to strategize marketing/ business/ development/ operations/projects and to direct the activities of the SBU to ensure achievement of respective sales targets and business plans, enhance the reputation and relationship of the company with key customers and accounts in order to further the division's business interests and manage and motivate the operations, projects and other personnel in order to synergies their efforts to the achievement of the division's targets/goals.

II Duties and Responsibilities

1. Increases management's effectiveness by recruiting, selecting, orienting, training, coaching, counseling, and disciplining managers; communicating values, strategies, and objectives; assigning accountabilities; planning, monitoring, and appraising job results; developing incentives; developing a climate for offering information and opinions; providing educational opportunities.
2. Develops strategic plan by studying market and financial opportunities; presenting assumptions; recommending objectives.
3. Accomplishes organization objectives by establishing plans, budgets, and results measurements; allocating resources; reviewing progress; making mid-course corrections.
4. Coordinates efforts by establishing sales, marketing, and operations policies and procedures coordinating actions with direct reports.
5. Builds company image by collaborating with customers, government, community organizations, and employees; enforcing ethical business practices.

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6. Maintains quality service by establishing and enforcing organization standards.
7. Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
8. Contributes to team effort by accomplishing related results as needed.

III Minimum Qualifications

1. At least (12) twelve years of experience at management level in freight forwarding, preferably
2. Extensive experience in all aspects of Supplier Relationship Management.
3. Strong understanding of customer and market dynamics and requirements.
4. Willingness to travel and work in a team of professionals.
5. Proven leadership and ability to drive sales and operations teams.
 Performance Management, Staffing, Management Proficiency, Coordination, Coaching, Developing Standards, Financial Planning and Strategy, Process Improvement, Decision

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