	<h1>Assistant Operations Manager</h1> <h2>Job Description</h2>		Document Number: JD- OPS-09.15
	Department: Operations	Effective Date: April 04, 2016	Revision No 0

I Reason for Existence


The Assistant Operations Manager ensures that existing policies and procedures for operations are adhered to and implemented. To assist in the development and implementation of existing process and procedures that help accommodate growth and generate value for the organization.

II Duties and Responsibilities

1. Monitor daily transactions in coordination with the Operations Supervisor, Operations Assistant, Customer Service Supervisor and Customer Service Team by constant communication with all concerned whose main purpose is to be able to serve all customer bookings and requirements. The Asst. Operations Manager also acts as liaison to other business units with regards to any operations concern. To represent the business unit in internal and external meetings by attending and participating to ensure that all operational issues are discussed and addressed.
2. To oversee consolidation and planning of cargoes based on the planning module as reflected in the system. On a day to day basis check the consol plan / manifest to make sure that it is in compliance with existing policies and procedures and is arranged according to destination and estimated departure / arrival date as generated by the system and coordinate with the warehouse and port representative to ensure that transfer to carriers will be done as scheduled. is also in-charge of overseeing receipt, movement, storage, and acceptance of deliveries of client cargoes at F2 Logistics Warehouses.

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3. To oversee dispatch teams specifically with regards to truck assignments and truck outsourcing, with priority on use of F2 Logistics own fleet of trucks before engaging in the use of other truck providers or sub-contractor (sub cons).
4. Part of his responsibility, hand in hand with the Operations Manager will be to make sure that carrier relations are always taken care of and that there will be consistent coordination with domestic carriers for AIR, LAND and OCEAN.
5. Ensure that manpower complements, on-site operations, proper transaction documentation, internal and external customer coordination (Manila & Branch), as well as pick-up and delivery timeliness monitoring are adhered to at all times.
6. Conduct regular coaching and mentoring programs, scheduled one on one session by using proper tools and journals to ensure that all those directly reporting to him/her are motivated, engaged and enthusiastic in accomplishing their day to day duties and responsibilities.
7. Attend and participate in the business reviews, process alignment and/or improvement meetings with clients by joining sales on regular client and/or site visits to discuss operational requirements and to come up with agreements agreed to by both parties for the proper execution of service.
8. Assist the Operations Manager by participating in the planning, implementation, and evaluation of existing policies and procedures or any change therein to these existing policies and procedures that will improve the operations team performance.
9. He/She must exercise flexibility in decision making to accommodate customer's requirements and practices initiative in taking actions that are relative to the account management.
10. Responsible for approval, validation and checking of liquidations.
11. Monitor daily transactions in coordination with sales, customer service and finance by religiously checking the F2 Booking System and constant communication with all the

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concerned parties to serve all customer requirements. In so doing, oversees the day to day functions of the whole operations team to check compliance with agreed procedures.

12. Recommend process improvements and develop policy statements to be used as a guide by the Operations Team in order to strengthen process and procedural controls, hence improving operations and help in reducing costs.
13. Recommend and initiate the selection and hiring of employees by conducting paper screening and interviews to ensure job specifications are met.
14. Support the implementation of organization and department priority programs to ensure the success of the company.
15. Analyze, Accomplish and discuss reports specifically Key Performance Indicators (KPI) results to Operations staff and come up with action plans to improve team performance.
16. Perform any other function as assigned by his/her immediate leader.

III Minimum Qualifications

1. Four (4) to five (5) years related functional experience on the position with similar job descriptions.
2. College degree or equivalent preferred, those with a Bachelor's Degree in Logistics, Supply Chain Management will have a preferential advantage.
3. Strong written / oral communications and organizational skills are required.
4. Proficiency with computers including Microsoft Excel, Word, and PowerPoint.

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