	<h1>Operations Manager</h1>		Document Number:
	<h2>Job Description</h2>		JD-OPS-09.23
	Department: Global- Operations	Effective Date: September 29, 2016	Revision No 0

I Reason for Existence


The Operations Manager is responsible for the people and its day-to-day operational activities as outlined in the policies and procedure to achieve excellence and execute service commitment to clients. Responsible for the development and implementation of policies and procedures, preparation of operational report and controls.

II Duties and Responsibilities

1. Oversee the daily operations by ensuring that all personnel are complying with the company's policies and procedures to meet the service commitment to customers.
2. Provide proposal and/or assistance to the COO (Chief Operating Officer) by participating in the planning, implementation and evaluation of changes to existing policies and procedures to improve team's performance.
3. Prepare and review operational weekly and monthly reports with corresponding action plans to help management in decision making.
4. Conduct Performance Management by evaluating and discussing Key Performance Indicators (KPI) results to Operations team members and come up with action plans to improve team performance.
5. Assist in the Business Development projects to expand market coverage.
6. Analyze and provide strategies by checking industry trends, benchmarking on best practices, competitors update to improve productivity and quality service of the team.
7. Represent the department in internal and external meetings.
8. Recommend and initiate the selection and hiring of new employees by conducting paper screen and interviews to ensure that job specifications are met.

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9. Evaluate operational issues by identifying problematic areas and concern through regular huddle and meetings that involves operations and recommends solution to prevent them from recurring.
10. Guide, discipline and terminate (if necessary) team member by discussing job description, policies and procedures, table of discipline and Key Performance Indicators (KPI) to ensure adherence and understanding in execution of common goal.
11. Perform any other function as assigned by his/ her immediate leader.

III Minimum Qualifications

1. Graduate of any 4-year course
2. Maximum of five (5) years' experience in a position with similar job description
3. With four (4) to five (5) years managerial or supervisory experience
4. Strong written and oral communications and organizational skills are required
5. Strong analytical skills, systematic and detailed oriented
6. Knowledgeable and proficient in the use of Microsoft office programs
7. With proven skills
8. Flexibility and stress tolerance
9. Presentation and organizing skills
10. Flexibility and stress tolerance

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