	<h1>Operations Supervisor</h1>		Document Number:
	<h2>Job Description</h2>		JD-OPS-09.24
	<b>Department:</b> Global- Operations	<b>Effective Date:</b> October 24, 2016	<b>Revision No</b> 0

### I Reason for Existence


The Operations Supervisor is responsible for the execution of day-to-day operational activities as outlined in the policies and procedure to achieve excellence and execute service commitment to clients.

### II Duties and Responsibilities

1. Oversee and carry out the day-to-day operational activities such as Manifesting for import shipment, trucker's coordination, manpower complement to field work such as to shipping lines, airlines, pick-up of documents to clients.
2. Receives arrival notice from carriers and airlines for documentation preparation.
3. Responsible to sign and release Delivery Order to customer or its representatives.
4. Responsible to generate Statement of Account for freight transactions.
5. Prepare operational reports for documents handled on weekly and monthly basis.
6. Assist the manager in planning and implementation of policies and procedures by recommending improvements to achieve operational efficiency.
7. Do regular coaching to Operations Assistants to ensure that they are highly motivated, engaged and enthusiastic in delivering service to our customers.
8. Recommend process improvement and develop policy to strengthen operations business control and reduce costs.
9. 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.

**DDC:** *Please refer to printed files for signatures of approvers.*

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10. Perform any other function as assigned by his/ her immediate leader.

### III Minimum Qualifications

1. Graduate of Customs Administration, Logistics Management course preferably or business course and its equivalent
2. Minimum of two (2) years' experience in a position with similar job description
3. Strong oral and written communications and organizational skills are required
4. Knowledgeable and proficient in the use of Microsoft office programs
5. Strong analytical skills, systematic and detailed oriented
6. With proven people handling skills
7. High stress tolerance

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