	Senior Operations Manager Job Description		Document Number: JD-OPS-09.26
	Department: Operations	Effective Date: April 17, 2017	Revision No 0

I Reason for Existence

This position ensures that existing policies and procedures for operations are adhered to and implemented. Facilitation and development of process and systems that accommodate growth and generate value for the organization.

II Duties and Responsibilities


Responsibilities and essential job functions include but are not limited to the following:

1. Identify and communicate key responsibilities to all staff and monitors direct reports. Ensure that the organizations priorities are cascaded and communicated to key personnel and staff in a timely and accurate manner.
2. Negotiate rates that are cost effective and that can be beneficial to the organization and its valued clients. Improves carrier relationship by directly communicating with carrier operations.
3. Responsible for all aspects of third party supplier management.
4. Generation of KPI reports, monitoring and ensuring consistency on target results. Monitoring of compliance on established process and procedures as well as up-dating processes based on improvements generated from review and actual implementation.
5. Hands on monitoring of daily transactions in coordination with sales, customer service and finance.
6. Monitor and improve fleet / equipment utilization and fuel efficiency.

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7. Execute established process to track and trace cargo movements from pick-up to delivery.
8. Support the implementation of organization and department priority programs to ensure the success of the company.
9. Perform any other function as assigned by his/her immediate leader.

III Minimum Qualifications

1. 4 to 5 years related functional experience on the position with similar job descriptions.
2. 4 to 5 years managerial or supervisory experience in domestic forwarding logistics is required.
3. College degree or equivalent preferred, those with a Bachelor's Degree in Logistics, Supply Chain Management will have a preferential advantage.
4. Strong written / oral communications and organizational skills are required.
5. Willingness to travel as required, to work the required schedule, and the required location.
6. Proficiency with computers including Microsoft Excel, Word, and PowerPoint.

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