	<h1 style="text-align: center;">Assistant Vice President- Operations</h1> <h2 style="text-align: center;">Job Description</h2>		Document Number: JD-OPS-09.28
	Department: Operations	Effective Date: April 17, 2017	Revision No 0

I Reason for Existence

The Assistant Vice President for Operations is accountable for handling various tasks simultaneously. He/ She is involved in the development of new policies and programs, staffing and training process, supervision of subordinates, research, and preparation of presentation and reports. He/ She has to coordinate and communicate with a large number of people to be aware of the progress in the departmental and organizational activities. He/ She shall 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. Responsible for formulating business strategies with the heads of different departments and assists the business unit in formulating various policies for the organization and its employees. He is also responsible in the studies and effects of these strategies and policies. If found ineffective, he suggests revisions and its implementation.
2. Monitor daily transactions in coordination with the Operations Manager, Asst. Operations Manager and Operations Supervisor by constant communication with all concerned whose main purpose is to be able to serve all customer bookings and requirements.
3. Represent the business unit in internal and external meetings. Attend to and participates in 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. To check that all operational issues are discussed and addressed. He/ She also reviews and approves operational SOP's to ensure that the operations' teams can meet the set standards as agreed with the company's customers.

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4. Control the procurement of resources by discussing and informing the finance department regarding project expenses and funds needed for day to day transactions and special projects. Part of his/ her responsibility is to check whether the funds and resources are being utilized economically. He has to research and find new methods that help in achieving the desired outputs in limited funds and resources without affecting the quality of service.
5. Monitor manpower complements, on-site operations, proper transaction documentation, internal and external customer coordination (Manila & Branch), as well as pick-up and delivery timeliness. The assistant vice president has to supervise and make certain that all the staff in the department is working according to the schedule. He/ She submits performance reports to higher management for periodical reviews. He/ She has to check whether all the processes are being executed as per plan. He must be able to troubleshoot any conflicts arising in the processes either independently or with a team.
6. Conduct regular coaching and mentoring programs, scheduled one on one session by using proper tools and journals to guarantee that all those directly reporting to him/her are motivated, engaged and enthusiastic in accomplishing their day to day duties and responsibilities.
7. Act as a liaison to other business units with regards to any operations concern.
8. Responsible for approval, validation and checking of liquidation.
9. Recommend and initiate the selection and hiring of employees by conducting paper screening and interviews to ensure job specifications are met.
10. Support the implementation of organization and department priority programs to ensure the success of the company.
11. Analyze, Accomplish and discuss reports specifically Key Performance Indicators (KPI) results to Operations staff and come up with action plans to improve team performance.

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12. Perform other functions that may be assigned from time to time.

III Minimum Qualifications

1. Prior strategic management experience, preferably in the shipping, transport or freight industry;
2. Exceptional written and oral communication skills;
3. Ability to provide leadership to a diverse group of people;
4. Ability to handle multiple simultaneous tasks and to function well under pressure;
5. Experience formulating objectives, standards, and procedures;
6. Knowledge of negotiation and administration of contracts and legal aspects of a corporation;
7. Working knowledge and experience developing budgets and using cost control techniques;
8. General management experience; previous experience in various functional areas such as: finance management, sales and marketing, operations management, human resources management.

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