	<h1>Head - Operations</h1> <h2>Job Description</h2>	<b>Document Number:</b>  JD-OPS-09.29
	<b>Department:</b> Operations	<b>Effective Date:</b> April 17, 2017
		<b>Revision No</b> 0

### I Reason for Existence

This position ensures that existing policies and procedures of the business unit particularly operations are adhered to and implemented. Main responsibilities include planning and implementing programs of the business unit; manages an efficient support staff to meet the dynamic needs of the business unit; ensures service reliability and cost effectiveness of the company's business; assists in managing identified accounts and develop growth to generate revenues for the organization.

### II Duties and Responsibilities


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

1. Identify and communicates key responsibilities to all staff and monitors direct reports to ensure that organizations priorities are cascaded and communicated to key personnel and staff in a timely and accurate manner.
2. Negotiate trucking rates that are cost effective and that can be beneficial to the organization and its valued clients to improve carrier relationship by directly communicating with carrier operations.
3. Monitor weekly and monthly KPI reports to ensure consistency on target results. Monitors compliance on established process and procedures as well as updating processes based on improvements generated from review and actual implementation.

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4. Provide and recommend systems and procedures to improve efficiency and effectiveness of workstation and/or operations.
5. Ensure monitoring of daily transactions in coordination with sales, and customer service and that client request are attended in a timely manner.
6. Monitor and improve fleet, equipment utilization and fuel efficiency.
7. Control and utilize manpower through planning and scheduling to minimize loss of time.
8. Join sales call meeting with prospective and existing customers. Assists in managing identified accounts in meeting customer requirements.
9. Support the implementation of organization and business unit priority programs to ensure the success of the company.

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### 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 Degree in Industrial Engineering, 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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