

	Position Description Manual
Department: OPERATIONS	Position Title: Operations Manager
Effective Date: May 2012	Revision No.:

I. REASON FOR EXISTENCE

Operations Manager is responsible for people, warehouse, and fleet management and its day-to-day activities including cargo movements to achieve operational excellence and execute service commitment to clients. Position is also responsible for the development and implementation of policies and procedures, preparation of operational reports 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. Conduct performance management by evaluating and discussing Key Performance Indicators (KPI) results to operations staff and come up with action plans to improve team performance.
3. Prepare and review operational reports by summarizing daily, weekly and monthly activities with corresponding action plans to help management in decision making.
4. Participate in the preparation of operations related contracts, SLAs, MOAs, by discussing with Sales, Customer Service and Finance the customer requirements to come up with agreements for the execution of service commitment.
5. Provide proposal and/or assistance to senior manager by participating in the planning, implementation, and evaluation of changes to existing policies and procedures to improve team's performance.
6. Represent the department in internal and external meetings by attending and participating to ensure that all operational issues are

addressed.

7. Prepare annual operating budget by forecasting related operational expenses based on the volume submitted by Sales to ensure profitability.
8. Identify, analyze and implement strategies by checking industry trends, competitors update and benchmarking on best practices to improve productivity and quality service of the team.
9. Evaluate operational issues by identifying problematic areas and concern through regular huddle and meetings that involves operations and recommends solutions to prevent them from recurring.
10. Recommend cost saving initiatives by continuous process improvement to reduce operational cost.
11. Source, evaluate and recommend third party suppliers by inviting possible suppliers based on accreditation requirements, rates and SLA to maintain pool who will execute our commitment to our customers.
12. Promulgate safety measure in execution of service by cascading, discussing and displaying guidelines in the warehouse, offsites and suppliers and customers premises to ensure zero incident of non-compliance and protection of personnel.
13. Identify and address staff training and coaching needs by doing a scheduled one on one session using coaching log sheet or key incident journal to ensure that direct reports are highly motivated, engaged and enthusiastic in delivering service to our customers.
14. Recommend and initiate the selection and hiring of new employees by conducting paper screen and interviews to ensure that job specifications are met.
15. Guide, discipline and terminate (if necessary) operation staff by discussing job description, policies and procedures, table of discipline and KPI to ensure adherence and understanding in execution of common goal.

III. QUALIFICATIONS

1. Graduate of any four year course preferably business course
2. Minimum of 5 years experience on the position with similar job descriptions.
3. 4 to 5 years managerial or supervisory experience in domestic freight forwarding logistics is a must.
4. Strong written / oral communications and organizational skills are required.
5. Proficiency in Office Applications.

6. Strong analytical skills, systematic and detailed oriented.
7. With proven people skills.
8. Flexibility and stress tolerance.
9. Presentation and organizing skills.

Prepared by:	Reviewed by:	Noted by: Chabio T. Sison SVP-Shared Services CFO/CRO	Approved by: Efren E. Uy President & CEO
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