

	<h2 style="text-align: center;">Position Description Manual</h2>
Department: OPERATIONS	Position Title: Operations Supervisor
Effective Date: May 2012	Revision No.:

I. REASON FOR EXISTENCE

Operations Supervisor is responsible for the execution of day-to-day operational activities in compliance to the policies and procedures to achieve excellence and execute service commitment to clients.

II. DUTIES AND RESPONSIBILITIES

1. Oversee and carry out day-to-day operational activities such as truck outsourcing, coordination with carriers, manpower complement, oversee on-site operations, proper transaction documentation, internal and external customer coordination (Manila & Branch), pick up and delivery timeliness monitoring to meet the service commitment to customers.
2. Prepare operational reports by summarizing daily, weekly and monthly activities with corresponding action plans to help management in decision making.
3. Assist the manager in the planning and implementation of policies and procedures by recommending improvements to achieve operational efficiency.
4. Participate in the process alignment and/or improvement with the customer through site operations observation and discussion of their requirements to come up with agreements for the execution of service commitment.
5. Do regular coaching & mentoring program to Operations staff by doing a scheduled one-on-one session using coaching log sheet or journal to ensure that Operations staff are highly motivated, engaged and enthusiastic in delivering service to our customers.

6. Recommend process improvements and develop policy statements to be used as guide to Operations Team in order to strengthen business controls, improve operations and reduce costs.
7. Recommend and initiate the selection and hiring of employees by conducting paper screen and interviews to ensure job specifications are met.
8. Train & orient new hires by conducting product knowledge & process flow orientation and actual on- the-job immersion to equip them with the necessary knowledge and skills prior to actual customer interaction.
9. 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.
10. Any other responsibility that may be deemed required by the management.

III. QUALIFICATIONS

1. Graduate of any four year course preferably business course
2. Minimum of 2 years experience on the position with similar job description
3. Strong written / oral communications and organizational skills are required
4. Proficiency in Office Applications
5. Strong analytical skills, systematic and detailed oriented
6. With proven people skills
7. High stress tolerance

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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