

# Mozambique Jobs Expertini®

## General Operations Manager

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Company: Recruitment Matters

Location: Mozambique

Category: other-general

### Responsibilities

The General Operations Manager is overall responsible for the Mozambican fleet's P&L and Budget process and will own the following KPIs (amongst others): Revenue per km Km per truck Truck turn around time Costs per km Accidents Invoicing Efficiency Client and Employee satisfaction

Assume overall responsibility for data quality in our operational systems and ensure timely and accurate reporting (operationally & financially);

Own all operational procedures;

Represent the company group locally. Visit Clients and suppliers regularly;

Performing regular operational audits to ensure compliance and providing month end/quarterly reports;

Managing and recruit human resources performance (Operations staff & Drivers) and ensure development to optimize utilization;

Provide continuous leadership, supervision, training and development of all teams ensuring an effective, motivated and cohesive team thus executing the Companies values and commercial objectives;

Assisting in commercial and contractual negotiations;

Ensuring compliance with relevant legislation including HR requirements and internal policies;

Assist to ensure all employees are aware of Health and Safety and carry out daily tasks in the safest possible working environment;

Liaise with representatives in Malawi, Zimbabwe and Zambia to ensure that all issues are dealt with, response times remain quick and that border clearances and turnaround of trucks remain high priority;

Report to Management/Legal and HR Departments any deviation from regulations and/or any misconduct by any driver, in order to ensure corrective actions and/or disciplinary proceedings where necessary;

Liaise and coordinate at all times with port and/or customs and/or road authorities procedures as relates to the company and the movement of our trucks;

Contribute for the continuous development of operational systems to benefit and reduce wasted time;

Ensure operational systems are used to their full functionality which allows for full control of the fleet at all times and full visibility and risk management;

Report any accidents, thefts, fines or breakdowns to either Legal Department and/or Workshop and ensure that all legal interests are followed up;

Liaise with Workshop Department to ensure regular servicing and maintenance of the fleet is maintained, ensuring that the Mozambican fleet is both cosmetically sound and technically reliable to maintain a high safety record and professional image;

Ensure that information related to the interests of the company and or the markets within which we operate are communicated to management and other relevant parties;

Contribute with any innovative ideas or ways that may improve the operations and/or efficiency of the company and share/communicate it in a proper manner to management;

Perform other tasks as may be required by the CEO and his/her Deputy.

**Skills:**

Leadership skills (Coach and develop leaders, assess and improve the performance of direct reports, manage boundaries and allocate resources, select leaders and build the organization);

Good communication and Co-operation skills;

Strong customer and human resources relationship management skills;

Details orientation (accuracy and quality orientation when working);

High levels of responsibility and accountability;

Hard worker, with high levels of dedication;

Energetic hands-on individual with strong leadership skills;

Results orientated and good time management skills;

Planning and Organizational Skills;

Able to establish and maintain effective working relationships with co-workers and Managers.

Conflict management ability;

Decision maker and quick thinker;

Pro-active management style with initiative, dynamism and assertiveness approach;

Good judgment and ability to lead by example by demonstrating high ethical and moral behaviour whilst ensuring compliance with the Health, Safety, Environmental & Security and Anti-Bribery and Anti-Corruption policies for yourself and any of your direct reports;

Available to pursue personal development of skills and knowledge necessary for the effective performance of the role;

**Qualifications:**

Academic Background: Degree in Business and Administration, Logistics And/or Transport

Diploma;

Experience required (minimum/maximum): 5-10 years with relevant management experience in a similar role within the transport/logistics industry, preferably in Transport and/or Logistics ; Must have Leadership experience;

IT knowledge: excellent knowledge of Microsoft Office products (word; excel; power point);

Others: English – good level of the English language, both written and spoken; Portuguese is a plus;

Extensive knowledge of company business model and business needs;

Good knowledge of local organization;

Time availability;

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