OPERATIONS MANAGER

Job Description:

The **Operations Manager** is part of the team that ensures that the logistics of a business functions smoothly to produce reliable and quality services or products. The work under the Director of Operations or the COO. If the business is small, they may act as the Director of Operations. The duties of an Operations Manager can include formulating strategy, improving performance, procuring material and resources and securing compliance.

Job Responsibilities:

* Make important policy, planning, and strategy decisions.
* Develop, implement and review operational policies and procedures.
* Assist HR with recruiting when necessary.
* Help promote a company culture that encourages top performance and high morale.
* Oversee budgeting, reporting, planning, and auditing.
* Work with senior stakeholders.
* Ensure all legal and regulatory documents are filed and monitor compliance with laws and regulations.
* Work with the board of directors to determine values and mission, and plan for short and long-term goals.
* Identify and address problems and opportunities for the company.
* Build alliances and partnerships with other organizations.
* Ensure that all workings are manufactured in a correct, cost effective and timely manner in alignment with specifications and quality requirements
* Ensure visitors and employees are entering a clean and safe environment that meets health & safety standards as set by the company as well as local rules and regulations at all times
* Chalk out or improve operational systems, processes and best practices that guarantee organizational well-being
* Purchase materials, plan inventory and ensure warehouse efficiency
* Contribute towards the achievement of company’s strategic and operational objectives
* Examine financial data/statements and utilize them to improve profitability
* Deliver consistent performance against set targets on key customer satisfaction measures and carry out daily/weekly reviews of KPI’s
* Recruit, train, supervise and appraise human resources
* Cater to clients’ or personnel’s concerns

Job Qualifications:

* Bachelors in operations management or related field
* Masters in operations management or related field preferred
* Additional applicable certifications preferred
* Experience as an Operations Manager

Opportunities as an Operations Manager or are available for applicants without experience in which more than one an Operations Manager is needed in an area such that an experienced an Operations Manager will be present to mentor.

Job Skills Required:

* Excellent time management skills and ability to multi-task and prioritize work
* Strong organizational and planning skills
* Outstanding organizational and time management skills
* Ability to multitask
* Strong knowledge of office procedures
* Proficiency with computers and Microsoft Office
* Good knowledge of filing systems
* Great attention to detail
* Leadership skills