

**Job Title:** Operations Manager  
**Department:** Operations  
**Reports To:** General Manager  
**Effective Date:** 1st August 2023

**Job Summary:**

The Operations Manager is responsible for overseeing and managing the day-to-day operations of the organization. This role involves coordinating and optimizing operational processes to ensure efficient and effective delivery of products or services. The Operations Manager collaborates with cross-functional teams, implements strategies, and monitors performance to drive operational excellence.

**Responsibilities:**

1. Develop and implement operational strategies, goals, and plans.
2. Oversee and manage daily operations.
3. Optimize operational processes to improve efficiency, productivity, and quality.
4. Monitor and analyze key performance indicators (KPIs) to assess operational performance.
5. Identify areas for improvement and implement initiatives.
6. Collaborate with cross-functional teams.
7. Ensure compliance with company policies, procedures, and regulatory requirements.
8. Establish and maintain strong relationships with vendors, suppliers, and external partners.

**Qualifications:**

1. Bachelor's degree in Business Administration or Operations Management.
2. Proven experience in operations management or a similar role.
3. Strong knowledge of operational processes and best practices.
4. Analytical skills and ability to interpret data for informed decision-making.
5. Excellent leadership and interpersonal skills.
6. Effective communication and presentation abilities.
7. Problem-solving mindset and strategic thinking.
8. Strong organizational and time management skills.
9. Proficiency in relevant software and tools for operations management.

**Benefits:**

1. Competitive salary package
2. Health and dental insurance
3. Retirement savings plan
4. Paid vacation and sick leave
5. Professional development opportunities
6. Collaborative and inclusive work environment
7. Employee discounts on company products or services
8. Flexible work schedule options
9. Opportunities for growth and advancement within the organization