



# Job Description

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| <b>Job Title</b><br>Chief Operating Officer                         | <b>Job Location</b><br>Dar es Salaam   | <b>Category</b><br>Operations  |
| <b>Job Type</b><br>Full Time  | <b>Job level</b><br>Head of Department | <b>Industry</b><br>Agriculture |
| <b>Open to Expatriates</b><br>Open to Expatriates & Local Nationals |  |                                |

## Minimum Requirements

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|--------------------------------|--|---|
| <b>Min Budget</b><br>-         | <b>Max Budget</b><br>-                         | <b>Primary Industry</b><br>Agriculture: 5 Years |
| <b>Secondary Industry</b><br>- | <b>Primary Category</b><br>Operations: 6 Years | <b>Secondary Category</b><br>-                  |
| <b>Certificate</b> -           | <b>Qualification</b> -                         |   |

## Summary

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Directs, administers, and coordinates the internal operational activities of the organization in accordance with policies, goals, and objectives established by the Chief Executive Officer and the Board of Directors. Leads and directs the following functions and/or business units: operations, logistics and human resources. Assists the CEO in the development of organization policies and goals that cover operations, personnel, financial performance, and growth of the functions and/or business units mentioned above.

His/her responsibilities include managing both the operations process, embracing design, planning, control, performance improvement, and operations strategy. Indirect responsibilities include interacting with the team in other functional areas within the company whose roles have an impact on operations.

## Responsibilities

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- Directs all the physical operations of the company. These activities include but are not limited to; trucks and logistics follow up, pick-up and delivery of produce from farmers, lead distribution team to the market as directed by sales, time management on handling the produce and all related works.
- Participates in the development and preparation of short-term and long-range plans and budgets based upon broad organization goals and objectives. Recommends their adoption to the Chief Executive Officer.

- Directs the development and installation of procedures and controls, to promote communication and adequate information flow, and thereby solidify management control and direction of the enterprise.
- Develops and establishes operating policies consistent with the CEO's broad policies and objectives and insures their adequate execution. Appraises and evaluates the results of overall operations regularly and systematically, and reports these results to the CEO
- Directs the development and establishment of adequate and equitable personnel policies throughout the organization, including compensation policies and employee benefit plans. Ensures that the interests and welfare of employees as individuals are preserved and protected.
- Oversee, direct, and organize the work of the operations teams.
- Oversee the creation and implementation of occupational health and safety standards within the workplace.
- Promote a culture of high performance and continuous improvement that values learning and a commitment to quality.
- Ensure staff members receive timely and appropriate training and development.
- Lead employees to encourage maximum performance and dedication
- Design and implement business strategies, plans and procedures
- Assist CEO in fundraising ventures
- Write and submit reports to the CEO in all matters of importance
- Participate in expansion activities (investments, acquisitions, corporate alliances etc.)
- Manage relationships with suppliers mainly smallholder farmers.

## **Education & Qualifications**

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- Holds a Master's Degree in Business Administration, Management or related field

## **Requirements**

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- 10+ years' experience in managing a team; demonstrated leadership skills and ability to manage staff.
- 5+ years' experience progressive experience in a fast-paced, high volume distribution operation which included automation.
- Advanced organizational leadership skills.
- Excellent written, oral and client-facing communication skills.
- Budget-focused mindset.

## **Working Conditions**

- Exposure to warehousing equipment hazards and varying temperatures in collection/fulfillment Centers
- Flexibility to travel to various collection/fulfillment centers, farmers/vendors locations and corporate office

- Regularly required to stand, sit, talk, hear, and use hands and fingers while performing the duties of this job
- Light to moderate lifting required
- Reasonable accommodations may be made to enable individuals to perform essential functions

## **Characteristics**

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- Strong decision making and problem-solving skills
  - Comfortable communicating and collaborating with different personalities, cultures, and experience levels; promoting a culture of safety, inclusivity, and respect
  - Proficiency using Microsoft Office
  - Demonstrable ability to lead and manage staff
  - Proficient in standard logistics software such as Fleetio, itrack etc
  - Excellent analytical, problem-solving and organizational skills
  - Ability to work independently and handle multiple projects
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- Proven ability to manage in a fast-paced consumer products distribution operation.
  - Excellent oral and written communication skills.
  - Excellent organizational/time management skills.
  - Ability to effectively interact with employees at all levels of the organization.
  - Ability to work for long periods of time, under pressure, to produce results.
  - Strong attention to detail.

## **Reporting To**

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- Chief Executive Officer

## **Driving Licence**

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Not Required

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