Job Description

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Job Title
Operations Supervisor

Job Location
Dar es Salaam

Category
-

Job Type
Full Time

Job level
Intermediate

Industry
Logistics & Operations

Open to Expatriates
Only Open to Tanzanian Nationals

Minimum Requirements

Min Budget
-

Max Budget
-

Primary Industry
Logistics & Operations: 4 Years

Secondary Industry
-

Primary Category
-

Secondary Category
-

Certificate
-

Qualification
-

Summary

The Operations Supervisor is responsible for overseeing daily operational activities to ensure efficient service delivery, effective team performance, and compliance with company and client standards. The role involves supervising operational teams, coordinating resources, maintaining client relationships, and ensuring a safe and productive working environment.

Responsibilities

- Supervise daily operations and ensure tasks are executed in line with company and client procedures.
- Lead, motivate, train, and develop operational teams to achieve performance targets.
- Coordinate staff schedules and deployment to meet operational requirements.
- Ensure compliance with applicable legislation, safety standards, and workplace procedures.
- Maintain positive relationships with clients and their customers to support service satisfaction.
- Provide operational support and guidance to enable teams to achieve their targets.
- Monitor team performance and service quality to maintain the company's and client's market presence.
- Coordinate supplier relationships to meet operational and customer needs.
- Implement people-management routines, including staff training, development, and engagement.
- Ensure proper maintenance and use of company assets, including vehicles, equipment, and facilities.
- Ensure adherence to company and client policies, procedures, and standards.
- Monitor the proper use of company uniforms and protective equipment.

Education & Qualifications

Bachelor’s Degree in Business Administration, Logistics, Operations Management, or a related field.

Requirements

At least 4+ years of experience in operations or logistics, with proven experience supervising and managing operational teams.

Characteristics

- Strong leadership and team development skills.

- Excellent verbal and written communication skills.
- Ability to motivate teams and manage performance.
- Good planning, coordination, and organizational skills.
- Knowledge of workplace safety, relevant legislation, and operational procedures.
- Strong client relationship management and problem-solving skills.
- Ability to work under pressure and adapt to changing operational demands.
- Professional conduct, accountability, and commitment to service quality.

Driving Licence

Not Required

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