



# Job Description

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<b>Job Title</b> Senior Operations Manager	<b>Job Location</b> Dar es Salaam	<b>Category</b> Operations, Logistics
<b>Job Type</b> Full Time	<b>Job level</b> Senior Manager	<b>Industry</b> Renewable Energy
<b>Open to Expatriates</b> Only Open to Tanzanian Nationals		

## Minimum Requirements

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<b>Min Budget</b> -	<b>Max Budget</b> -	<b>Primary Industry</b> -
<b>Secondary Industry</b> -	<b>Primary Category</b> Operations: 4 Years	<b>Secondary Category</b> Logistics: 4 Years
<b>Certificate</b> -	<b>Qualification</b> -	

## Summary

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The Senior Operations Manager is responsible for ensuring that the organisation carries out its operations in an appropriate, cost-effective way while managing the availability and allocation of key resources that enable said operations.

## Responsibilities

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### Performance Management of Operations Team

1. Provide inspired leadership for the department which covers the functional areas of Office Administration, Fleet Management, Inventory Management & Warehousing, Distribution and Procurement & Customs Clearance.
2. Help promote a company culture that encourages top performance and high morale.
3. Develop, implement and review operational policies and procedures.
4. Play lead role in the recruitment / selection / training / allocation / coaching / counselling and guiding the professional growth of the Operations team staff
5. Identify and address operational problems and opportunities for the company

### Fleet Management

1. Ensure deliveries and distributions are made on time and the required vehicles are available and operating as required

2. Track and monitor how the function is performing in terms of efficiency as well as in terms of cost drivers
3. Manage fleet vendor relations to ensure that quality of service is optimal and vendor relationship remain strong/positive
4. Empower the team to produce timely, accurate reports with actionable insights to be used for the continuous improvement of fleet operations

#### Inventory Management

1. Ensure security and tracking of inventory through systems, process & physical counts.
2. Inventory caretaking, ensuring systems are maintained in good working order (batteries charged, panels cleaned).
3. Empower the team to produce timely, accurate reports with actionable insights to be used for the continuous improvement of inventory management & warehousing operations

#### Logistics & Distribution

1. Design and improve logistics strategy to ensure product components are available to Sales and Service as needed.
2. Design and improve the systems to support the logistics strategy.
3. Manage movement of inventory among office and hub network.
4. Provide weekly analysis and reports of inventory location, status, and trends.
5. Empower the team to produce timely, accurate reports with actionable insights to be used for the continuous improvement of logistics & distribution operations.

#### Purchasing & Order Importation & Clearance

1. Manage the order and distribution of fast-moving assets.
2. Manage purchasing in coordination with Finance.
3. Coordinate with management on timing, composition and quantity of product orders.
4. Work closely with clearing agents, transportation and other agents in the process.
5. Manage the timely clearance of inventory, working closely with TRA, TBS and other customs stakeholders, as needed, to ensure the proper classification and treatment.
6. Oversee the use of and further improvement of procurement/purchase tracking tools

#### Office Administration

1. Oversee the development, review, and improvement administrative systems, policies, and procedures.
2. Oversee the Office Admin team's coordination with accounting and management team to set budgets, monitor spending, and processing payroll and other expenses.
3. Empower and build the team's capacity in coordinating and running region-specific events and special projects

- Member of Senior Leadership Team
- Internally works with a cross-functional team consisting of management, finance, inventory, operations, software and hardware engineers, customer service, and sales.
- Externally works with product suppliers, agents and other partners.

## **Education & Qualifications**

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- Education: bachelors degree in a relevant field required and masters preferred.
- Computer literacy, including inventory-tracking systems, both mobile and desktop; proficiency in Microsoft Excel, Power Point and Word.
- Systems Design: experience designing & implementing systems for complex processes

## **Requirements**

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- Logistics: at least 5 years managing complex distribution networks
- Inventory Management: at least 5 years managing valuable, fragile inventory
- Importation: at least 3 years managing importation and clearance activities
- Asset Management: experience tracking internal assets and ensuring appropriate use

## **Reporting To**

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- Reporting to Director of Operations
- Member of Senior Leadership Team

## **Driving Licence**

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Not Required

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