

 <b>Job Role / Function</b> Operations	 <b>Manage others</b> Yes	 <b>Vacancies</b> 1
 <b>Years of Experience</b> +6	 <b>Career Level</b> Senior	 <b>Degree</b> Bachelor
 <b>Education</b> Related Field	 <b>Nationality</b> Egypt	 <b>Gender</b> Unspecified
 <b>Age</b> Unspecified	 <b>Employment Type</b> Full time	 <b>Expiry Date</b> 15/11/2018

## About the Job

We are looking for an Operations Manager who is motivated to join an enthusiastic team of ambitious & creative business professionals. The candidate should have the ability to handle all operations duties in both domestic & international markets.

### Main duties & responsibilities:

- Developing supply, warehouse operations, customs, tax, finance, and purchasing teams.
- Lead operational governance and compliance.
- Audit Warehouses and customization sites.
- Establish processes that regained good governmental relations sustaining efficient import business in Egypt markets.
- Coordinating suppliers and their price lists to create a diverse & efficient suppliers' database.
- Reviewing Proformas and Data sheets.
- Managing Logistics and Deliveries of supplies from vendors to our warehouses and clients.
- Work, and develop relationships, with external suppliers to ensure the very best reputation within the industry, and receives the service required to ensure that the operational team can deliver the highest quality product, and the highest financial return.

- Create a wide number of external contractors & service providers and maintain close, professional, effective links with all.
- Will be responsible for maintaining and helping enforce the agreed to our brands' standards for each unit by conducting and managing monthly audits.
- Responsible for negotiating competitive freight rates based on targets received from sales teams, build relationships with lines and agents locally and internationally providing teams with monthly competitive pricing.
- Liaises daily with external agents and clients to ensure the smooth and efficient discharge of their duties.
- Ensures continuous improvement in customer service always exceeding customer's expectations and managing the implementation of necessary operational and customer service practices.
- Ensure that financial aspects (billing and invoicing) and reporting are carried out in accordance with company requirements.
- Develop overall operational strategy and directions for the freight forwarding, Shipping, Warehousing, & Distribution.
- Responsible for all daily operations of undertaken projects, He/she will manage contractual issues, proposals, financial and commercial matters, related to the operations.
- Deploy manpower effectively to ensure that all projects are rendered in a timely manner and within the budget.
- Identify areas of improvement, plans and implements new strategies to boost the company's effectiveness
- Directing and coordinating promotion of products or services performed to develop new markets, increase share of market, and obtain competitive position in industry.
- Liaising with different stakeholders to ensure flawless operation management in all aspects such as logistical & operational.

- Analyzing division or department budget requests to identify areas in which reductions optimizations can be made, and allocates operating budget.
- Promotes organization in local and international markets.
- Conduct research to identify new markets, products, and services for customer needs.
- Create detailed proposals & business plans.

## **Job Requirements**

- Build and grow the operations & Business development team.
- Build Operations systems and processes.
- Builds strong suppliers' network.
- Manage our Team and Manage the outsourced logistics partners.
- Project management.
- Manage the Customer Satisfaction team.
- Call customers and ask for feedback when needed.
- Ensure Full Operation cycle delivers an amazing consumer experience.
- Handle Purchasing and Packaging Management.
- Financial Handling of operations expenses.
- Drive operational savings and optimization.
- Good writing skills required for the presentation and preparation of accurate oral and well-written summaries of the company's financial analysis
- Ability to produce effective and clear communication, both written and verbal
- Excellent representation and communication skills
- Prepare and present solutions and proposals to clients.
- Keep client files up to date by updating the sales documentation system with all the activities accomplished.
- Prepare weekly and monthly sales report.
- Should be able to multi task and priorities with precise accuracy and details.
- Having a car is a plus.

## Job summary

Send an updated CV and Motivation Letter before 15/11/2018 to [HR@Hedgecorp.co.uk](mailto:HR@Hedgecorp.co.uk). Write "Operations Manager" in the subject.

*Hedgecorp* operates an equal opportunities policy and highly encourages diversity among race, gender, religion, or colour. Welcoming applications from all areas of the community.