

## OPERATIONS MANAGER VACANCY

We are looking for a professional Operations Manager to coordinate and oversee our organization's operations. The operations manager role is mainly to implement the right processes and practices across the organization. The specific duties of an operations manager include formulating strategy and improving performance, mentor team members and increase quality of customer service by implement best practices across all levels.

### Overview

Manage overall operations and is responsible for the effective and successful management of staff, productivity, quality control, and safety measures as established and set for the Operations Department. The experienced operations manager will ensure safe and efficient operations. Enhance the operational procedure, systems, and principles in the areas of information flow and management, business processes, enhanced management reporting, and look for opportunities to expand systems. Carry out supervisory responsibilities in accordance with company's policies.

### Duties and responsibilities

- Recruit, select, train, assign, schedule, coach, counsel, and discipline employees
- Discussing employee's performance appraisals and performance
- Communicate job expectations; planning, monitoring, appraising, and reviewing job contributions,
- Plan and review compensation actions; enforcing policies and procedures,
- Contribute operations information and recommendations to strategic plans and reviews; prepare and complete action plans; implement production, productivity, quality, and customer-service standards; resolve problems;
- Forecast requirements; prepare an annual budget; schedule expenditures; analyze variances; initiating corrective actions.
- Develop operations systems by determining SOP requirements; develop, implement, enforce, and evaluate policies and procedures.
- Analyze and improve organizational process and workflow,
- Maintain safe and healthy work environment by establishing, following, and enforcing standards and procedures, complying with legal regulations.
- Accomplish operations and organization mission by completing related results as needed.
- Work closely with the management team to set and/or implement policies, procedures, and systems and to follow through with implementation,
- Communicate all operating policies and/or issues at department meetings.

### Skills

- Leadership
- Conflict Management
- Organization
- Decision-Making
- People Management
- Data Entry Skills
- Data Processing Skills

- Dependable
- Reporting Skills
- Deadline-Oriented
- Critical Thinking Skills
- Problem Solving Skills
- Planning and Organizing
- Excellent Communication Skills
- Persuasiveness
- Influencing and Leading
- Delegation
- Teamwork
- Negotiation
- Adaptability
- Stress Tolerance
- Business Negotiation
- Critical Thinking and Problem-Solving Skills
- Teamwork
- Project Management

**Qualifications:**

- The operations management role requires a bachelor's degree, operations management qualifications or equivalent.
- 7 - 10 years of experience in the medical aid industry.
- Experience working on MIP admin system.
- Must be familiar with a variety of the field's concepts, practices, and procedures.

**Deadline:**

01 Sept 2023

**E-mail:**

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