

Job Description Operations Supervisor

Name	
Reports to	General Manager

Objective:

To plan, develop and markedly improve the performance of all Operational and Business activities, sharing in the company vision, leading and coaching staff towards the achievement of maximum profitability.

KPI's and weighting

1	Work Scheduling & Planning	50%
2	Customer Satisfaction/complaints	20%
3	Staff Training/Communication & Implementation of Company Policies	15%
4	Marketing, Sales & Profitability	10%
5	Other tasks that may be assigned from time to time	5%

Note:

All major business accounts are recorded on Business Workflow document. Employee must understand this Job Description and read in conjunction with the Business Workflow document.

Basic Skills

A well-rounded, extrovert personality with a solid track record in scheduling. Planning, people management & customer service. Possess a strong sales and marketing background complemented with communication skills and abilities. Must have exceptional time management skills, be self-monitoring and highly motivated

- Excellent written and oral communication in English
- Manages job requirements, efficiency, quality and profitability as key performance areas
- Able to develop and communicate work instructions, method statements and procedures.
- Can provide training related to equipment, safety at work and quality.
- PC proficiency (Excel, Word, PowerPoint).
- Extensive experience in all aspects of Customer Relationship Management.
- Strong understanding of customer and market dynamics and requirements.
- Proven leadership and ability to drive teams.
- Works on own initiative

Job Description

Operations Supervisor

Key Responsibilities:

Operations

- Ensure all purchase orders/contracts are encoded in the system and service are provided/schedules and completed on time and as per agreement.
- Ensure that the correct information on each project is provided in a timely manner, plan and communicate with the customer at all stages of the process
- Ensure reminders for repeat jobs are sent on time, supervise and guide/train cleaning / Hygiene Technicians

Customer Satisfaction

- Ensure that all works are completed in customer's satisfaction by monitoring daily works of each team.
- Handles customer complaints to total satisfaction

Marketing

- Initiate/Assist in the development and implementation of marketing plans, proposals and presentations as needed.
- Provide recommendations for the improvement of sales and activity performance.
- Conduct premises surveys, occasional collection of payments & sales negotiations with customers,

HR/Training

- Responsible for the evaluation of the performance of all team leaders, technicians & drivers.
- Recruits, tests, and hires Account Executives based on criteria agreed upon by senior management.

Reporting

- Provides timely and unprompted feedback to senior management regarding team performance, daily sales and daily/weekly/monthly forecast.
- Maintains accurate records of all pricings, sales, and activity reports (Work Schedule)

Financial

- Controls related expenses to meet budget guidelines.

Policies

- Adhere to all company policies, procedures and business ethics codes and ensure that they are communicated to the teams and implemented.

Internal / External Cooperation

- Ensures that all teams meet or exceed activity standards for project delivery
- Delegate authority and responsibility with accountability and follow-up.
- Sets examples in areas of personal character, commitment, organizational and selling skills, and work habits.

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- Conducts regular coaching and counseling with teams to build motivation and service delivery skills.
- Maintains contact with all clients in the market area to ensure high levels of client satisfaction.
- Demonstrates ability to interact and cooperate with all company employees.
- Review & implement actions as designated in the Business Workflow document

Information and Procedures

- Access to all information as required to perform the work

Plant / assets

- Correct use of vehicle, computer and office equipment.

Petty Cash

- Not Applicable

Training

- As required

	Employee	Supervisor	Manager	Accounts/HR
Name				
Date				
Signature				

Attachment: Business Workflow