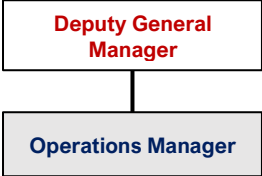


Job Description

Job Title	Operations Manager		
Department / Branch	Operation Department	Group	TBD
Organizational Context			
Direct Reporting		Internal Working Relationships	
 <pre> graph TD DGM[Deputy General Manager] --- OM[Operations Manager] </pre>		<ul style="list-style-type: none"> ➤ Reporting directly to Deputy General Manager and solving the issues. ➤ Collaborate with the other department in line with the company group goals. 	
		External Working Relationships	
		<ul style="list-style-type: none"> ➤ Develop a good business relationship with the Clients, Employees and Government Offices. ➤ Attending all inquiries and queries sent or directed by Client or employees corresponding to their needs. 	
Job Objective			
<ul style="list-style-type: none"> - Responsible for providing leadership and supervision in the management of individual projects or client accounts. - Supervising operations coordinators dedicated or assigned to specific clients. - Developing and upholding efficient work systems, procedures, and policies to maximize workforce and resource performance within the organization. - Ensuring smooth and efficient operations that meet both employee and client expectations, striving for optimal service quality. 			
Key Responsibilities/Duties			
<ul style="list-style-type: none"> - Ensure daily smooth operations for all clients and employees. - Coordinate with the operations team to foster positive client relationships. - Visit clients to strengthen relationships, explore business expansion opportunities, and attend to employee needs. - Implement and continually optimize efficient processes and standards as per job requirements. - Maintain up-to-date data records for all deployed employees across client sites. - Provide support and solutions for employee issues and requirements. - Approve employee requests such as vacations and final exit plans. - Collaborate with the executive team to formulate business strategies. - Coordinate customer service operations with a focus on customer retention. - Manage contracts and relations with customers, partners, and stakeholders. - Evaluate and mitigate operational risks, leading quality assurance efforts. - Oversee expenses and budgeting to optimize organizational costs and benefits. - Mentor and motivate teams to enhance productivity and engagement. - Conduct performance evaluations for teams meeting their targets and recommend improvements as necessary. - Report on operational and departmental performance, making improvement recommendations. - Undertake other operational and administrative tasks as directed by senior management. 			

Job Requirements

- Demonstrated track record as a Head of Operations or in a similar leadership capacity.
- Comprehensive understanding of business functions, encompassing HR, finance, supply chain, and IT.
- Proficiency in data analytics and reporting.
- Strong aptitude for financial planning and numerical analysis.
- Exceptional communication and negotiation skills.
- Outstanding organizational and leadership competencies.
- Analytical mindset with a keen ability for problem-solving.
- A minimum of a bachelor's degree in business or a related field is required.
- Additional certifications would be advantageous.
- A minimum of three (3) years of leadership experience in management or supervisory roles.

Entered in SAP (Remarks)_____

Prepared by

Approved by

<p>Signature: _____ Date: _____</p>	<p>Signature: _____ Date: _____</p>
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Disclaimer: The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all the required duties, responsibilities and job specifications / requirements