

General Manager - Operations

Job brief

The General Manager (Operations) has to oversee operations of the Association.

The General Manager (Operations) responsibilities include formulating overall strategy, managing people and establishing policies. To be successful in this role, you should be a thoughtful leader and a confident decision-maker, helping our people develop and be productive.

Objectives of this role

- Maintain constant communication with managers, staff, and vendors to ensure proper operations of the Association
- Develop, implement, and maintain quality assurance protocols
- Increase the efficiency of existing processes and procedures to enhance the association's internal capacity
- Ensure that operational activities remain on time and within budget
- Track staffing requirements

Responsibilities

- Ensure all operations are carried on in an appropriate, cost-effective way
- Improve operational management systems, processes and best practices
- Plan inventory and oversee warehouse efficiency
- Help the organization's processes remain legally compliant
- Formulate strategic and operational objectives
- Examine financial data and use them to improve profitability
- Perform quality controls and monitor production KPIs
- Train and supervise staff
- Find ways to increase quality of customer service
- Conduct budget reviews and report cost plans to upper management

Requirements and skills

- Proven experience as a General Manager or similar executive role
- Experience in planning and budgeting for operations
- Knowledge of business process and functions (finance, HR, procurement, operations etc.)
- Strong analytical ability
- Excellent communication skills
- Outstanding organizational and leadership skills
- Problem-solving aptitude
- MBA/ Master in Operations/ Master in Engineering

EXPERIENCE

- Minimum 10 Years