JOB DESCRIPTION

JOB TITLE: Operations Support Manager
DEPARTMENT: Operations Support Team
REPORTING TO: Business Process Manager
RESPONSIBLE FOR: Ops Support Team and Ops Support Scan Team

JOB PURPOSE:
To support the Business Process Manager and overall business in all administration and accounting functions.

MAIN RESPONSIBILITIES:

- Prioritise, Delegate & Supervise daily operations of a busy Ops Support and Ops Support Scan team ensuring a fair distribution of dept workload
- Mentor and Motivate team members on Ops Support and Accounting issues
- Resolve department day to day issues with clients, colleagues and 3rd parties.
- Responsible for maintenance and monthly review of Pentagon Training Matrix hi-lighting any training needs to the Business Process Manager
- Accountable for monthly maintenance of airline buying rates, fuel surcharges and other airline ancillary charges etc
- Tender Assistance including gathering rates and shipping information
- Fully responsible for ensuring CASS invoice process is completed in a timely manner.
- Generate and analyse CASS and Missed Opportunity Findings to Business Process Manager on a fortnightly basis.
- Creation and maintenance of Client & Country SOPs as required
- Aiding Business Process Manager with development of internal training workshops
- Assist with production and processing of sales invoices & multi-bill sales invoices including costing job files as required for Ops Department
- Ensure that sales invoices are uploaded onto client billing portals where required.
- Fully responsible for ensuring all Purchase order number requests are followed up by Ops support team
- Management of the Purchase invoice processes set by Business Process Manager ensuring that weekly follow up of Purchase Invoice queries takes place.
- Support Business Process Manager in successful conclusion of month end
- Fully responsible for management of outstanding billing lists ensuring historical queries are addressed in a timely manner
- Produce and manage client specific monthly reports in a timely manner
- Admin support for both Sales and operations teams including gathering country specific information, consular documentation and other export related paperwork
- Aid with data maintenance of our Insight/ Boxtop/Gems and Sequoia systems as directed
- Coordinate the collation of Proof of Export records for specific clients
- Ensure weekly Export Customs Entry follow up procedures (Route H, P9’s etc) have been completed appropriately
- Responsible for arranging monthly internal export customs audit checks as directed by
Operations Manager

- Weekly updates on team activity to Business Process Manager
- Carry out Department Appraisals including identifying any training needs
- Carry out Performance Management when necessary
- Maintain an excellent understanding of all import and export HMRC regulations/procedures.

This list is not exhaustive and may be added to or amended at any time, where a reasonable amendment to your responsibilities is required. You will be expected to undertake those duties as required for the successful completion of your job.

**PERSON SPECIFICATION:** (qualifications/experience/competence/knowledge/personal attributes)

- Broad experience in a freight forwarding/logistics background essential
- Proven track record in Customer Service
- Supervisory experience essential
- Excellent Microsoft skills, in particular excel
- Excellent oral and written communication skills
- Strong organisational skills and ability to react to suit operational support requirements, must be able to organise time effectively and prioritise tasks to cope with fluctuating workloads.
- High level of accuracy in checking & processing information
- Ability to form good relationships with colleagues, clients and vendors
- Able to work on own initiative, make effective decisions and as also work as part of a team
- A positive flexible attitude

**KEY INTERFACES:**

- Business Process Manager and Operations Support Team
- Senior Management team
- Internal Operations Managers/Supervisors and Coordinators
- External Clients and Vendors
- Head Office Accounts Department