**Job Designation** – Operations Manager

The ideal candidate will have an ability to create and maintain an efficient system of operation to support the business needs. The candidate should be comfortable multitasking and working cross-functionally with different business units. The ideal candidate will have previous experience in related fields.

Work directly with Accex Operations Head to manage logistics issues for inbound and outbound shipments, transportation, distribution network, inventory management, customs, and related issues.

Area of responsibility include all phases of Inventory management, transportation, and associated WMS and TMS implementation

**Job Responsibilities**

1. Inventory Management
2. Order Management
3. Shipment planning and execution
4. Order control
5. Documentation
6. Carrier selection
7. Freight negotiation
8. Distribution center / warehouse / transport performance
9. Continuous improvement initiatives
10. Value Added services management
11. Work closely with the Sales and Project Management team to ensure on-time and damage free delivery.
12. Carry out customer service function from time to time and ensure customer satisfactions objectives are achieved.
13. Choosing partners, vendors and defining SLAs; and ensuring effective implementation consistently
14. Sourcing all probable vendors, negotiating with them, and empaneling them to the vendor list of the company.
15. Transport vendor development.
16. Strong knowledge of B2B, B2C forward & reverse logistics movements.
17. Initiating insurance process in event of damage of shipments in transit.

**Key Deliverables/ Outcomes**

1. Profitable growth of Site operations - Customer-wise and Branch-wise Profitability
2. Cost effective operations management - with focus on maximum uptime
3. Operational controls through WMS/TMS Alerts, Online Tracking control panel, MIS reports and well-defined Process Flow
4. Tracking Actual cost Vs. Budget and drive reduction on that with continuous improvement activities
5. Driving Performance metrics e.g., Indent Vs Placement, Truck Utilization, Transit Time Adherence, Shortage/ Damages Index, Adherence of 2nd trip etc.
6. Maintenance of Secondary Transportation Master Data, Freight Rates, Routes, Distance etc.
7. Solving issues related to daily pickup, connections, package conditions etc.
8. Review of Carrier service levels periodically
9. Reconciliation between return shipments Vs WMS data
10. Effective POD management skills.

**Qualifications**

1. 7+ years of experience in a similar role
2. Industry Experience in Oil & Gas or Chemicals or Auto or Retail or FMCG or Pharma logistics
3. Proficiency with ERP, TMS and WMS operative implementation
4. Proficiency in continuous improvement techniques – Project Management, Six Sigma, Kaizen, Gemba and others
5. Proficiency with Microsoft Office
6. Strong organizational and communication skills
7. Strong ability to multitask
8. Comfort working with multiple groups within business
9. Ability to be assertive and lead multiple projects
10. Ability to work independently and handle multiple task
11. Commercial and Negotiation Skills.
12. Self-motivated & performance driven. High on execution.