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| **JOB DESCRIPTION** |
| **DATE:**  |
| COMPANY: |  | JOB TITLE: | GENERAL AND OPERATIONS MANAGER |
| DEPARTMENT: |  | CURRENT INCUMBENT: |  |
| DIRECT SUBORDINATES: |  | INDIRECT SUBORDINATES: |  |
| BRIEF DESCRIPTION: | The post of a general and operation manager consists of planning, directing, or coordinating the operations of companies or public and private sector organisations. |
| QUALIFICATIONS & REQUIREMENTS: | * Bachelor’s degree or an associate’s degree;
* Ability to give full attention to what other people are saying, to use logic and reason to identify the strengths and weaknesses of alternative solutions, and to monitor/assess performance of other individuals.
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| COMPETENCIES: | * Dependability — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
* Attention to Detail — Job requires being careful about detail and thorough in completing work tasks.
* Leadership — Job requires a willingness to lead, take charge, and offer opinions and direction.
* Self Control — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behaviour, even in very difficult situations.
* Initiative — Job requires a willingness to take on responsibilities and challenges.
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| TASKS: | * Determine goods and services to be sold, and set prices and credit terms, based on forecasts of customer demand;
* Determine staffing requirements, and interview, hire and train new employees, or oversee those personnel processes;
* Direct and coordinate activities of businesses or departments concerned with the production, pricing, sales, or distribution of products;
* Direct and coordinate organisation's financial and budget activities to fund operations, maximise investments, and increase efficiency;
* Establish and implement departmental policies, goals, objectives, and procedures, conferring with board members, organisation officials, and staff members as necessary;
* Locate, select, and procure merchandise for resale, representing management in purchase negotiations;
* Manage staff, prepare work schedules and assign specific duties;
* Oversee activities directly related to making products or providing services;
* Plan and direct activities such as sales promotions and coordinate with other department heads as required;
* Review financial statements, sales and activity reports, and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and programme improvement.
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| LINES OF COMMUNICATION: | SPECIFY |
| WORKING CONDITIONS: |  Indicate whether the position is half time or full time. List any unique working conditions such as hours etc. |
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| SIGNATORIES: |  |
|  | NAME: | DATE: | SIGNATURE: |
| INCUMBENT: |  |  |  |
| LINE MANAGER: |  |  |  |
| HR MANAGER: |  |  |  |