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| **Job Title:** | National Operations Manager | **Employing Entity:** | FAMS Air & Sea (Malawi) |
| **Based:** | Lilongwe, Malawi | **Reporting To:** | Direct Report: FAMS Malawi – Country Manager |
| **Start Date:** | 1st May 2024 | **Travel Required:** | Yes – Mainly domestic travel |
| **End Date:** | Permanent position | **Position Type:** | Full-time |
| **Job Description:** |
| **Overall Objectives:*** Personally lead the Operations & Customs Brokerage Team (O&CBT) to maximise productivity and deliver high quality customer service
* Ensure realization of transactional and physical operations, reporting internally and to customers (in accordance with customer requirements), taking corrective actions and/or implementing new procedures
* Ensure adherence to FAMS internal compliance standards and to local Malawian laws, regulations and procedures, to minimise any potential FAMS liabilities and ensure continuity of business activities
* Ensure operating & customs brokerage licences and other certificates/documents are completed and updated in a timely and efficient manner, in accordance with local laws/regulations and internal procedures
* Act as an “Operations/Customs Brokerage” subject matter expert for all modes of transport, import or export. Impart such knowledge both internally and externally as required

**Role and Responsibilities:*** Operational control
	+ Hands-on management of the activities of the O&CBT
	+ Ensure maintenance of high operational and compliance standards
		- Organise the O&CBT to deliver the productivity and customer service standards required, including development of Standard Operating Procedures (SOP’s)
* FAMS operational systems; operational and compliance standards
	+ Be conversant with the operational and customs systems employed by FAMS and, where appropriate, provide input for the improvement of FAMS operational processes
	+ Communicate relevant and required FAMS and client KPIs and reporting to customers, the FAMS senior management team and the O&CBT, ensuring compliance with FAMS standards
	+ Ensure correct application of and compliance with FAMS processes and standards. Report back any conflict with local regulations and practices in the local market, or any compliance incidents
* Forwarding
	+ Maintain a good network of contacts with carriers, truckers and other service providers
		- Ensure market competitive pricing available to Sales
	+ Conduct formal due diligence on every FAMS Malawi sub-contractor and ensure:
		- Compliance with and documentation of any FAMS due diligence requirements
	+ Take a leading role in special projects planning, implementation, monitoring, and evaluation
	+ Personally engage in and manage interaction between the O&CBT and overseas agents, including DSV global offices. Ensure overseas agents comply with payment terms and profit shares correctly applied
		- Manage the interaction between agents at ports of import/export and the O&CBT, including interaction with DSV Beira and the FAMS Beira Representative
	+ Act as the point of escalation for any operational issues with FAMS Malawi and resolve amicably any disputes, minimising any negative operational or financial impact on FAMS Malawi
* Customs Brokerage
	+ Maintain up-to-date knowledge of local and international Customs standards and practices
* Management
	+ Ensure the O&CBT works effectively with other FAMS Malawi departments
	+ Take an active role as part of the management team to implement and develop FAMS strategy
* Accounting / Invoicing / Other
	+ Liaise with the FAMS Malawi & FAMS Global Finance Teams to ensure correct billing of transport charges to clients (including overseas agents)
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| **Prepared By:** | **Stephen Sharratt** | **Date:** | **3rd March 2024** |
| **Approved By:** |  | **Date:** |  |