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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) | | | |
| **Prepared By:** | **Stephen Sharratt** | **Date:** | **3rd March 2024** |
| **Approved By:** |  | **Date:** |  |