

HEAD OF OPERATIONS

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Company: Mcarfix Limited

Location: Nairobi

Category: Office-and-Administrative-Support

As Head of Operations, you shall be responsible for ensuring the flawless execution of the organization's unique business and operating model consistently increasing the company's revenue month on month, by acquiring and directing resources, creating policies, protocols and procedures to help achieve strategic goals and coordinate business operations to fulfil stakeholder expectations, the foremost of which is revenue generation. You shall ensure compliance with all relevant laws regarding the operational side of the business, such as data management and safety standards and manage resources to optimize productivity. You shall lead cross-functional teams, manage existing partnerships, and evaluate progress towards company business goals. You shall also oversee customer service and implement technology solutions. You shall be a responsible leader with an analytical and strategic mind committed to productivity and compliance and have a broad knowledge of the business. Ultimately, you'll ensure our operations run smoothly and that people are productive.

Reporting to the Managing Director, the main roles of this position include: Managing the day-to-day operational activities of the business and ensuring all teams are aligning with the operational policies of the company Analyzing productivity data and optimizing staffing and production capacity Managing budgets Recruiting, interviewing and hiring staff Using historical records to forecast future patterns Maintaining a working knowledge of the industry including challenges and opportunities Working closely with other heads of departments to improve efficiency Tracking performance and preparing reports pertaining to the same Creating and delivering presentations Designing new processes to improve quality or increase productivity or profitability Mastering the unique operating model and

ensure the principles of the model permeate throughout the organization, with full alignment of all team members

- Overseeing the recruitment and hiring of high performing field operation team members
- Leading and motivating team members to advance employee's sense of ownership and commitment and drive them to achieve targets
- Consistently challenging team members to operate the model at the very highest level
- Maintain field presence to develop camaraderie with field teams and to get a first-hand perspective of the model's performance on ground
- Identifying expansion opportunities for the business across Kenya and developing execution plans for successful expansion
- Report on operational performance and suggest improvements
- General portfolio review and monitoring
- Evaluate risk and lead quality assurance efforts
- Oversee expenses and budgeting to help the organization optimize costs and benefits
- Always maintaining a view of the organization's financial position to ensure provision of adequate cash flow for day-to-day working and in compliance with statutory requirements and reporting
- Managing and ensuring all teams are meeting their daily, weekly, monthly and yearly targets

Any other duties as may be allocated from time to time

Skills and Qualifications for this position include:

- Over 10 years of leadership work experience in operations and strategy
- University degree from a recognized institution
- Excellent IT skills and knowledge of any industry-specific software or programmes
- Auditing and monitoring outputs and data analysis
- Strong numerical aptitude
- Excellent interpersonal and communication skills
- Leadership and management skills and the ability to motivate and retain staff
- Commercial awareness and a thorough understanding of the competitive environment
- Excellent planning and organizational skills
- Project management skills and knowledge of methodologies such as Agile, Lean and Six Sigma
- Flexible, skilled at multi-tasking and able to make quick decisions
- Highly organized self-starter with grit, determination and passion for hard work
- Tactical and divergent thinking skills
- Fast and willing learner who is adaptable
- Capacity and stamina for continuous days of long hours of both general management and field work
- Resilient and remains calm and deliberate under conditions of stress
- Time management skills and the ability to prioritize effectively and delegate when appropriate

How to Apply Interested and qualified persons are invited to send their cover letter, CV and copies of certificates to hr@mcifix.com Insert the position you are applying for as the subject of your email Please note that applications shall be processed on a first-come-first served basis. While we appreciate all interest in working with us, due to the number of applications we receive, we regret that only shortlisted candidates shall be

contacted. "We are an equal opportunity employer"

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