

Head of Operations & Customer Fulfilment Role at Volt Management Services Limited

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Company: JobWebKenya

Location: Kenya

Category: other-general

Job Description

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We are a Management Consultancy firm and we commenced active business in Kenya April .

Key Responsibilities

Oversee the management of customer orders, including ensuring service levels, delivery timelines, and exception management. Define target service levels and manage the delivery of Company promises.

Oversee product packaging. Together with sales & production, suggest SKU optimization.

Plan manpower to fulfil picking lists for dispatch within agreed timelines.

Oversee the logistics & delivery function. Manage delivery timelines and service levels.

Together with the Logistics Manager, oversee fleet management

Oversee the finished goods store function, and optimise warehouse management. Manage Company's overall warehousing & fulfilment strategy, including opening new locations and routes.

In this role you will be expected to identify and implement continuous improvements, both to processes and the organization, including joining special project teams from time to time.

As a member of the senior leadership team, set the overall tone for culture and

performance in the company. Involvement and leadership of cross-functional projects.

Skills & Experience

A track record of high-performance in a related role.

10+ years of experience managing an integrated customer service & execution function.

Experience designing, implementing, and managing a fulfilment strategy, including delivery against clearly defined service levels.

Comfortable analysing data sets and inferring meaningful information

A growth mindset we won't be immediate experts in everything we set out to do, but that's ok, as long as we're learning and making progress while managing our risk.

You are a change agent, constantly pushing for better ways of doing things

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