

## Job description and outline of role

### Operations Manager

#### **Purpose of the role**

The Operations Manager will assist the day-to-day customer-focused activities of the company and operational aspects of the business. Duties include, but are not limited to, office management, client services, purchasing, administration and coordination.

#### **Reporting to**

Operations/Finance Director and Managing Director

#### **Main Responsibilities**

##### Office Management

- Maintaining office systems, consumables, stock, cleanliness, tidiness
- Manage front of house retail area; customers, purchasing, payments

##### Purchasing

- Manage the purchasing function
- Build relationships with main suppliers
- Purchasing equipment associated with customer requirements, expediting and ensuring customers are kept fully informed
- Assist with all other purchasing relating to office, workshop, marketing activities etc
- Tracking and expediting purchases as appropriate

##### Client Services

- Build and Maintain relationships with clients – existing and new
- Maintain - and ensure staff maintain - the company CRM and operation systems
- Ensure requests for support are promptly responded to and dealt with
- Ensure all customer orders are managed and delivered in accordance with agreed delivery dates
- Always go the extra mile for customers and demonstrate the same to them.
- Identify business opportunities and prospects and sell (or assist team members with selling) company services and products
- Ensure quotations are issued and followed-up diligently
- Assist with Marketing activities

##### Administration & Coordination

- All tasks associated with keeping a business running smoothly
- Collecting and depositing cheques
- Running errands
- Deputise for the Operations/Finance Director in her absence

**Key attributes for role**

- Efficient, organized, polite
- Ability to learn quickly on the job
- Keenness to develop and grow with the company
- Great customer skills and team spirit
- Excellent telephone manner and customer service skills
- Excellent command of the English language – written and verbal
- Excellent MS Office skills (Word, Excel)
- Can do attitude

**Qualifications and experience**

- At least 5 years demonstrable operational and administrative experience
- Must be able to drive and have BVI Driver's licence
- Degree level

**Location**

Fresh Mango's offices at R&R Malone Complex, Pockwood Pond, Tortola