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| **JOB DESCRIPTION** | | | | | | |
| **DATE:** | | | | | | |
| COMPANY: |  | | JOB TITLE: | | GENERAL AND OPERATIONS MANAGER | |
| DEPARTMENT: |  | | CURRENT INCUMBENT: | |  | |
| DIRECT SUBORDINATES: |  | | INDIRECT SUBORDINATES: | |  | |
| BRIEF DESCRIPTION: | | The post of a general and operation manager consists of planning, directing, or coordinating the operations of companies or public and private sector organisations. | | | | |
| QUALIFICATIONS & REQUIREMENTS: | | * Bachelor’s degree or an associate’s degree; * Ability to give full attention to what other people are saying, to use logic and reason to identify the strengths and weaknesses of alternative solutions, and to monitor/assess performance of other individuals. | | | | |
| COMPETENCIES: | | * Dependability — Job requires being reliable, responsible, and dependable, and fulfilling obligations. * Attention to Detail — Job requires being careful about detail and thorough in completing work tasks. * Leadership — Job requires a willingness to lead, take charge, and offer opinions and direction. * Self Control — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behaviour, even in very difficult situations. * Initiative — Job requires a willingness to take on responsibilities and challenges. | | | | |
| TASKS: | | * Determine goods and services to be sold, and set prices and credit terms, based on forecasts of customer demand; * Determine staffing requirements, and interview, hire and train new employees, or oversee those personnel processes; * Direct and coordinate activities of businesses or departments concerned with the production, pricing, sales, or distribution of products; * Direct and coordinate organisation's financial and budget activities to fund operations, maximise investments, and increase efficiency; * Establish and implement departmental policies, goals, objectives, and procedures, conferring with board members, organisation officials, and staff members as necessary; * Locate, select, and procure merchandise for resale, representing management in purchase negotiations; * Manage staff, prepare work schedules and assign specific duties; * Oversee activities directly related to making products or providing services; * Plan and direct activities such as sales promotions and coordinate with other department heads as required; * Review financial statements, sales and activity reports, and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and programme improvement. | | | | |
| LINES OF COMMUNICATION: | | SPECIFY | | | | |
| WORKING CONDITIONS: | | Indicate whether the position is half time or full time. List any unique working conditions such as hours  etc. | | | | |
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| SIGNATORIES: | | | | | |  |
|  | NAME: | | | DATE: | | SIGNATURE: |
| INCUMBENT: |  | | |  | |  |
| LINE MANAGER: |  | | |  | |  |
| HR MANAGER: |  | | |  | |  |