



**Job Title:** Operations Manager

**Industry:** Medical

**Reporting to:** General Manager.

**Locations:** Nairobi.

**Gross Salary:** Competitive

**Job Objective:**

Our client is an International Organization in the medical sector seeking to set up shop in Kenya. As the Operations Manager, you will be responsible for the efficient and successful setting up of the organization new office from scratch by implementing and optimizing business processes. You will also be a sparring partner for your (new) colleagues in the field of Sales, Sales Support and Service & Support

As an ideal candidate, you should have a sharp business mind with good and flexible problem-solving skills to adapt, identify and rectify day to day operational issues that arise within the company. You should have strong experience managing multiple departments toward maximum productivity to achieve results. You should be well-versed in human resource, customer / client management and Information Technology. Additionally, you'll display a proven ability to develop and maintain an environment of trust, diversity, and inclusion without prejudice. Your ultimate responsibility is to increase the operational efficiency and capabilities in to deliver greater value to our clients.

### **Roles & Responsibilities**

- Setting up the office from scratch and everything that comes with it (such as legal work, logistics, HR, IT);
- Search and hire new team-member(s), starting with Sales and (technical) Service Support
- Managing daily business operations;
- Management and control over safe and efficient ERP and ICT environment;
- Monitoring and facilitating the culture of the organization
- Determining the company-objectives (in collaboration with the management)
- Managing and motivating the team to achieve the objectives.
- Drawing up and monitoring annual plans (in collaboration with various disciplines).
- Identifying and implementing process optimizations;
- Analyzing and making forward-looking adjustment proposals with regard to organizational structure.
- Drawing up and monitoring effective and efficient consultation structure.
- Monitor and adjust communication structure;
- Co-developing and monitoring the marketing strategy (in collaboration with the Sales and Marketing).
- Supporting and guiding new business (in collaboration with Sales and Marketing).



## **Key Skills & Qualifications**

- Bachelor's degree in Business Administration or in any related field.
- 7 to 10 years of relevant experience in a commercial (SME) environment.

## **Competencies**

- Should have entrepreneurship as well as pioneer-skills in running a Kenyan Office
- Should be able to work independently, shows initiative, can think "out of the box", can handle pressure and stress well, is very flexible, and doesn't have an 8-to-5 mentality.
- Language skills - fluent in Kiswahili and English are a must.

## **People Management**

- Accessible, approachable and strong communicative skills;
- Motivating and coaching teams in encourage collaboration.
- Inspiring and convincing (all noses in the same direction -> vision).
- Able to put things into perspective.

## **Management**

- Good at organizing, planning and able to delegate.
- Not afraid to make decisions on services and processes;
- Productive and result-oriented.
- Actively and pragmatically acquiring knowledge (by gaining work experience in the field).
- Future-oriented thinking and acting, with a sense of innovation and digitization/automation

## **Personal skills**

- Integral and empathetic
- Enterprising and eager to learn;
- Customer and People-oriented;
- Stress resilient and Team player
- Able to prioritize and strategically well versed.
- Ability to be self-critical;

## **Interested?**

Apply directly through our [career page](#) for consideration latest by **Wednesday 21<sup>st</sup> June 2023**.