

POSITION DESCRIPTION

Operations Executive

Purpose:

- Accountable for the overall management and coordination of all operations (yard, rail, gate & vessel) to ensure maximum productivity, efficient use of labour and equipment, while adhering to the highest quality and safety standards.
- Manage all execution team members by providing leadership and coaching in order to establish sound team work and development of the execution team.

PRINCIPAL ACCOUNTABILITIES:

- Structure tasks and goals, establish efficient course of action, set priorities, organize information-flows and ensure optimal conditions for smooth operations.
- Manage, motivate, train and instruct direct reports. Provide regular feedback to direct reports and, together with fellow Operations Executives, conduct appraisals with direct reports.
- Provide regular onsite terminal presence by maintaining visibility in each part of the daily operation, whilst serving as contact for all members of the organisation for escalation of request or issues or operational management related tasks.
- Responsible for the correct follow-up of safety regulations within Ops and ensure procedures and safe working conditions are implemented and adhered to.
- Follow-up of operational claims.
- In close collaboration with Commercial, interact or negotiate with clients or support the investigation of new opportunities.
- Responsible together with Ceelbaas for the correct implementation & follow-up of consequence matrix for dock labour & the development of the Foreman Team.
- Ensure efficient communication within the operations department and all stakeholders.
- Back-up Berth Planning.
- Accountable for breakbulk request.
- Initiate, implement & follow-up on the optimisation of operational processes

REPORTING AND SCOPE:

- There are several direct reports who are individual contributors to this position, such as: Yard Controllers, Gate Clerks, Vessel/Resource/Berth Planners
- This position reports to the Operations Manager
- The scope of this position is domestic.

WORK/BUSINESS CONTACTS AND AUTHORITY:

- Maintain and enhance relationships and goodwill with departments and external/internal customers. Advising, appraising, assisting, conferring and counselling with these on terminal issues and initiatives.

INTERNAL, not limited to;

- Consult & inform with Commercial Department
- Work in close cooperation with HSSE.
- Contact with Technical/Engineering dept to maximise equipment availability and effectiveness.
- Contact with Security in terms of ISPS compliance.

EXTERNAL

- Coordinate the data-flow to/from Shipping Lines of operational info such as berths, windows,

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load, discharges etc.

- Contact with Shipping Agents, Port Authorities & Ships Management of the Vessels.
- Contact with the Foreman/Dock Labourers

CRITICAL QUALIFICATIONS/SKILLS/EXPERIENCE

- Requires a college degree in Operations Management, Logistics, Business Administration, or related discipline.
- Requires an in-depth, comprehensive understanding of container terminal operations (e.g. especially vessel cargo logistics, hazardous cargo, break-bulk and special cargo handling requirements and equipment).
- Requires at least 5 or more years of strong supervisory experience in container terminal operations environment, or similar, related industry.
- Previous experience as a supervisor, superintendent or other similar position is an asset.
- Requires several years of advanced Leadership & People Management Skills.
- Provide leadership and ensure cooperation and support from employees and contractors in all areas of terminal operations to achieve operational objectives of the business using a teamwork approach.
- Effective negotiation and conflict resolution skills combined with good counselling and listening skills.
- Ability to work under pressure, anticipate potential problems and diagnoses, evaluate and resolve logistical problems as they happen in order to meet operational performance objectives and deadlines.
- Requires sufficient analytical skills to be able to extract, compile and analyse data.
- Must be able to handle company information with confidentiality and discretion.
- Working knowledge of Dutch & English (French is an asset) & good communication skills.
- Able to work in a stand-by regime and during weekends.
- A valid driver's licence is required to execute this position.

LEARNING & Career OPPORTUNITIES

In this position, the incumbent will have an opportunity to acquire skills and knowledge in the following areas;

- Extensive operational experience in a large container terminal.
- Skill to manage human resources.
- Leadership and communication skills.
- Insight in financials & operational cost structure

Relevant next career steps might be;

- Similar position in larger/more complex terminal
- Operational Management Position