



Job Description

Identification No	IMS-EJS/MD/FIN/HRADM/T/001	Revision Number: 01
Date of Issue	02-01-2026	Revision Date: 01-05-2026

Job Title: Operation Manager
Department: Operations
Reports To: Managing Director

Position Summary

The Operations Manager is responsible for planning, coordinating, and managing all operational activities related to the movement, deployment, withdrawal, importation, exportation, and customs clearance of equipment, machinery, materials, products, and project cargo.

The role ensures efficient logistics operations and regulatory compliance to support company projects and business activities. The Operations Manager oversees mobilization and demobilization schedules, freight forwarding, transportation, customs documentation, cargo tracking, warehousing, and stakeholder coordination while ensuring operations are completed safely, on time, and within budget.

The position plays a critical role in minimizing operational delays, avoiding customs penalties, ensuring proper utilization of assets, and maintaining uninterrupted operational support across all project locations.

Main Duties & Responsibilities

1. Mobilization Operations Management

- Plan and coordinate mobilization activities for equipment, machinery, materials, products, tools, and personnel.
- Develop mobilization schedules aligned with operational and project requirements.
- Coordinate transportation by:
 - Sea freight
 - Air freight
 - Road transport
 - Rail transport where applicable
- Ensure timely deployment of operational equipment and project cargo to designated sites.
- Coordinate loading, unloading, packaging, and cargo securing activities.
- Ensure all mobilized equipment and products are properly documented and tracked.
- Liaise with suppliers, transporters, freight forwarders, and project teams to ensure smooth operations.
- Monitor mobilization costs and optimize logistics efficiency.
- Ensure operational readiness before dispatch and deployment.

2. Demobilization Operations Management

- Plan and supervise demobilization of equipment, products, machinery, and project materials after project completion or operational shutdown.

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- Coordinate return logistics, equipment recovery, cargo consolidation, and transportation.
- Ensure safe dismantling, packaging, and movement of equipment and materials.
- Coordinate export and re-export procedures for temporary imports and project assets.
- Conduct inventory reconciliation and asset verification during demobilization.
- Ensure all equipment and materials are returned in accordance with company and client requirements.
- Prepare demobilization reports and close-out documentation.
- Coordinate disposal, transfer, or storage of excess materials and assets.

3. Customs Clearance & Regulatory Compliance

- Manage all import and export customs clearance activities.
- Prepare, review, and process customs and shipping documentation including:
 - Commercial invoices
 - Packing lists
 - Bills of lading
 - Air waybills
 - Import permits
 - Export permits
 - Certificates of origin
 - Duty exemption applications
 - Temporary importation permits
 - Customs declarations
- Liaise with:
 - Customs authorities
 - Port authorities
 - Revenue authorities
 - Shipping agents
 - Clearing agents
 - Regulatory agencies
- Ensure compliance with customs regulations, import/export laws, and company policies.
- Monitor cargo clearance timelines and resolve customs-related delays and disputes.
- Ensure accurate tariff classification, valuation, and duty calculations.
- Coordinate inspections and approvals from government authorities.
- Maintain proper customs records for audit and compliance purposes.

4. Freight Forwarding & Logistics Coordination

- Manage freight forwarding and cargo transportation operations.
- Coordinate shipment bookings with shipping lines, airlines, and transport providers.
- Monitor cargo movements from origin to final destination.
- Ensure efficient warehousing and inventory control practices.
- Coordinate heavy-lift, oversized, and special cargo transportation where required.
- Develop logistics plans to support operational and project activities.
- Monitor shipment schedules and provide regular status updates to stakeholders.
- Ensure timely delivery of products and equipment to operational sites.

5. Operational Planning & Cost Management

- Develop logistics and operational strategies to improve efficiency.

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- Prepare operational budgets and monitor logistics expenditures.
- Control transportation, clearance, warehousing, and handling costs.
- Negotiate rates and service agreements with logistics vendors and service providers.
- Identify operational risks and implement mitigation measures.
- Develop contingency plans for cargo delays, customs issues, and operational disruptions.
- Monitor KPIs and operational performance metrics.

6. Stakeholder & Client Coordination

- Maintain effective working relationships with:
 - Government agencies
 - Customs and port officials
 - Freight forwarders
 - Shipping companies
 - Clients and contractors
 - Suppliers and transport vendors
- Attend logistics and operational coordination meetings.
- Provide operational reports and cargo status updates to management and clients.
- Resolve operational and logistics-related issues promptly.
- Support project teams with logistics planning and execution.

7. Team Leadership & Supervision

- Supervise logistics coordinators, customs clearance officers, transport personnel, and warehouse teams.
- Allocate operational responsibilities and monitor staff performance.
- Train and mentor employees on logistics procedures and customs compliance.
- Ensure discipline, productivity, and adherence to company policies.
- Conduct staff performance evaluations and identify development needs.

8. Health, Safety & Environment (HSE)

- Ensure all operations comply with company HSE policies and regulatory requirements.
- Promote safe handling, transportation, and storage of cargo and equipment.
- Conduct operational risk assessments and safety inspections.
- Ensure compliance with environmental and transportation regulations.
- Investigate operational incidents and implement corrective actions.
- Promote a strong safety culture among staff and contractors.

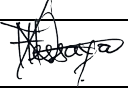
Key Performance Indicators (KPIs)

- On-time mobilization and demobilization completion
- Customs clearance turnaround time
- Reduction in cargo delays and demurrage costs
- Logistics cost efficiency
- Compliance audit performance
- Inventory and asset accuracy
- Vendor and transporter performance
- Operational downtime reduction
- Client satisfaction levels

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Approval and Signature

Approved by:	Human Resource Coordinator
Signature:	
Date:	01-May-2026



Employee Acknowledgement and Signature

I, BENSAMBO PATRICK MKOLEZI, acknowledge that I have read and understood the duties, responsibilities, and requirements outlined in this Job Description for the position of Front Desk Officer. I agree to perform my duties to the best of my ability and comply with the company's policies and procedures.

Employee Name: BENSAMBO PATRICK MKOLEZI

Employee Signature: 

Date: 01/05/2026

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