



<b>WORKING TITLE:</b> Operations Manager	<b>DEPARTMENT:</b> Operations
<b>FLSA CATEGORY:</b> Salary Exempt	<b>WORKERS COMP CODE:</b>
<b>REPORTS TO:</b> Anabel Panayotti – President / CEO	<b>LOCATION:</b> PTP – New Castle, DE
<b>Approved by:</b> Anabel Panayotti – President / CEO	<b>REVISION DATE:</b>

### **Job Description**

#### **General Statement of Duties:**

You will be responsible for the daily operation of service. This person will supervise, coordinate, and manage the daily yard and warehouse operation.

This role is responsible for the day-to-day operation of service of two facilities in the United States (Delaware & Florida) and all operational services carried out in the four countries in Central America where we have offices and currently ship most of our volume.

#### **Essential Functions:**

- ✓ Constantly coordinates with ocean carriers and necessary personnel to obtain enough containers on a timely fashion for weekly sailing.
- ✓ Negotiates directly with trucking companies to bring containers to yard.
- ✓ Makes sure containers are loaded daily in the amounts necessary to finish the loading of weekly targets.
- ✓ Arranges with steamship companies the transportation of loaded containers back to the Port on time to make the intended sailings.
- ✓ Manages and updates inventory.

- ✓ Oversees all warehouse and loading operations and ensures it is organized for maximum production.
- ✓ Keeps the link with Customer Service Department to solve any problems.
- ✓ Ensures company is following OSHA regulations.
- ✓ Responsible for crew supervision, training, and discipline.
- ✓ Oversees the stocking and purchasing of supplies to make sure that there is always enough material to keep the daily production without interruptions.
- ✓ Oversees the security of the premises.
- ✓ Review and approves expenses of the Ops. Dept.
- ✓ Interprets and understand the concept of logistic services to solve problems.
- ✓ Performs administrative activities, including reviewing and processing the weekly time sheets or other work time documents.
- ✓ Conducts employee observations to ensure safety and productivity procedures are being followed, documents, and discusses results with employees.
- ✓ Develops training material including standard operating procedure manuals.
- ✓ Understands, implements, and maintains safe work practices.
- ✓ Keen to engage in projects, even when these are related to business areas other than operations.
- ✓ Carefully analyses data including statistical analysis to support strategic business decision making.
- ✓ Ensures the Operational KPI's established are monitored and achieved weekly.
- ✓ Interviews, hires, and trains employees; plans, assigns, and directs work; appraises performance; rewards and disciplines employees; addresses complaints and resolves problems.
- ✓ Assists Office Manager with Time Records including but not limited to weekend and weekdays schedules.

## **Competencies**

Ability to apply skill sets and demonstrate proven experience, developing, improving and streamlining processes to meet established goals and objectives. Ability to effectively manage projects that may vary in nature and scope.

- Effectively communicates both orally and in writing with internal and external individuals.
- Fluent in both English and Spanish.
- Hands-on attitude to solve problems.
- Proficient team building, time management, organization, and problem-solving skills.
- Working knowledge of warehousing operations.
- Working knowledge of OSHA regulations.
- Occasional travel with overnight stays.
- Advance use of Microsoft Office Tools including Pivot Tables and Macros.
- Ability to multi-task various functions simultaneously.

- Excellent organizational skills.
- Logistics management experience.

**Work Environment / Physical Demands**

The incumbent typically works in an office environment and uses a computer, telephone and other office equipment as needed to perform duties. The noise level in the work environment is typical of that of an office. Incumbent may encounter frequent interruptions throughout the workday.

The employee is regularly required to sit, talk, or hear; frequently required to use repetitive hand motion, handle or feel, and to stand, walk, reach, bend or lift up to 20 pounds regularly and 30 pounds occasionally.

The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Position Type and Expected Hours of Work**

This is a full time position and typical work hours, and days are Monday through Friday 8:00 am to 5 pm. Employee must be available and must work a minimum of 40 hours each week.

**Travel**

Represent the Company in activities inside and outside the United States, as needed.

**Required Education & Experience**

4 Year Undergraduate Degree (Bachelor of Art or Science) from college or university; One to Three years related experience and/or training; or equivalent combination of education and experience.

**Additional Eligibility Qualifications**

None for this position.

**AAP/EEO Statement**

PTP provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law. Further, the company takes affirmative action to ensure that applicants are employed, and

employees are treated during employment without regard to any of these characteristics. Discrimination of any type will not be tolerated.

### **Safety**

Port to Port International Corp. is committed to providing a safe, secure and healthy workplace to each of its employees; fulfilling the safety, security, environmental and quality requirements of our customers; and continually improving our Environmental Stewardship through prevention of pollution and protection of the environment. To do this, every Port to Port International Corp. employee is responsible for developing sufficient knowledge of the Management System in order to support these goals.

### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees may be required to perform other related duties as assigned, to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. This job description does NOT constitute an employment agreement between the employer and employee and is subject to change by the employer as the organizational needs and requirements of the job change. The job specification requirements stated are representative of minimum levels of knowledge, skills, and abilities to perform this job successfully. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above so that the employee will possess the abilities or aptitudes to perform each duty proficiently.

### **Signatures**

This job description has been approved by all levels of management:

Manager\_\_\_\_\_

HR\_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee\_\_\_\_\_ Date\_\_\_\_\_