

## JOB TITLE: Operations Manager

### THE JOB ROLE

#### OVERVIEW

Oversees and ensures smooth daily operations of Operations Department which comprises of Customer Services, Order Fulfilment, logistic, Custom Compliance and Procurement. Responsible for developing and implementing standard operating practices, policies and procedures and ensures that daily activities are in compliance with the established policies and procedures. Develops department's goals and objectives for management approval, defines associates' KPIs and appraises their year-end performance. Reviews and recommends new methods and procedures to make daily operations more efficient.

<b>Job Title</b>	<b>Operations Manager</b>	<b>Department</b>	Operations
<b>Reports To</b>	COO	<b>No. of Direct Reports</b>	5-7
<b>Contract Period</b>	Permanent	<b>Located</b>	Jakarta (Infinia Park)
<b>Language Skills</b>	English and Bahasa Indonesia	<b>Travel</b>	Yes, some
<b>Relevant Experience</b>	10 years preferred	<b>Education</b>	Bachelor Degree in Business Management, Engineering, or related.
<b>Remuneration</b>	Salary and health insurance		

#### JOB ROLE OBJECTIVES

This section highlights the major objectives within the role and what is to be achieved

- Manage, lead, and develop operating practices, policies, and procedures in line with company and industry standards, and implements them to ensure smooth daily operations in the Operations Department and ensures compliance.
- Develops department's goals and objectives in line with the company's mission, vision, Strategic Plans and values. Defines associates' performance expectations and KPIs and provides feedback on their performance. Motivates and develops staff through counseling, mentoring, disciplining, and training. Manages department workload and priorities. Monitors overall team performance to ensure goals and objectives are achieved at the end of the financial year.
- Works closely with Sales team to ensure high customer satisfaction and identify areas of improvement. Makes recommendations for improvements in both services and workflows. Supports improvement initiatives by implementing new workflows and structures as needed.
- Sets up meetings to share best practices within Operations teams. Reviews and prepares best practice training materials. Fosters a knowledge sharing & continuous improvement culture.
- Assists in recruitment, and new associate orientation. Prepares on-boarding and post-boarding materials to help new associates quickly integrate with the team and meet performance expectations.
- Any other duties as and when required.

#### CORE COMPETENCIES REQUIRED

Indicate the observable behaviours that demonstrate the knowledge, skills and abilities that the employee should have.

Competencies	Behavioural Descriptors
<b>Team Development</b>	<ul style="list-style-type: none"> <li>• Creating Teams: Understands, integrates, and balances skills and development areas of team members when creating teams.</li> <li>• Building and Motivating Teams: Motivates teams by tracking goals and celebrating significant milestones.</li> <li>• Managing Team Effectiveness: Monitors and manages team member behavior, addressing people conflicts and differences effectively with performance goals in mind.</li> </ul>
<b>Prioritization</b>	<ul style="list-style-type: none"> <li>• Identifying Necessary Tasks and Issues: Manages regular meetings with team members in order to determine and discuss current projects and activities and prioritizes resources accordingly.</li> <li>• Ranking and Managing Priorities: Improves workload management by supporting</li> </ul>

	others in setting priorities and by postponing less relevant work.
<b>Interpersonal Skills</b>	<ul style="list-style-type: none"> <li>Addressing Others' Concerns: Understands the work-related and personal needs of coworkers and responds with concern and empathy.</li> <li>Demonstrating Empathy: Recognizes others' emotions and non-verbal behavior and responds with understanding, sincerity and support.</li> <li>Considering Implications for Others: Helps others to draw out the implications of their actions and decisions on others.</li> </ul>
<b>Process Improvement</b>	<ul style="list-style-type: none"> <li>Identifying Areas for Improvement: Recognizes bottlenecks of work processes between teams and makes suggestions for ongoing improvement.</li> <li>Implementing Improvements: Removes barriers to process efficiency by securing the necessary resources or approvals from senior management.</li> <li>Tracking and Monitoring Processes: Manages improvements in workflow of team processes by tracking resources and monitoring costs.</li> </ul>

## JOB TITLE: Operations Manager

### THE CANDIDATE

#### OVERVIEW

- Bachelor Degree or equivalent in Business Management / Engineering with strong quality system skill and knowledge
- 10 years of experience in related role.
- Hard working and energized by a fun, dynamic, customer focused environment
- Curious investigation, proactive, able to “think outside the box”
- Well-developed communication and analytical skills
- Good knowledge of fluid systems, oil and gas industry, technical applications etc.
- Good problem-solving skills and focus on quality

#### COMPANY BACKGROUND

Swagelok Indonesia is the exclusive authorized Sales and Service Representative in Indonesia for products manufactured by Swagelok Company.

Swagelok, a \$1.8 billion global company, is the world’s leading fluid system component manufacturer.

Headquartered out of the US, with a 70 year history and manufacturing facilities all over the world, our product portfolio includes valves, fittings, quick connects, filters, hoses, pressure management products, automated products, sensors, welding systems, and other fluid system components which have been used successfully in some of the most demanding applications in oil and gas, aerospace, chemical processing, oil refining, nuclear research, power generation, the semiconductor industry, and more.

We have a main office and extensive warehouse / technical facilities in Jakarta and a regional office in Singapore to support customers in Batam and provide logistics and project support.

#### VALUES and ETHICS

Swagelok Indonesia is an equal opportunities employer and we pride ourselves in putting values at the forefront of our business. We care passionately about all of our associates and their ongoing training and development. All employees will receive an enrolment in the online Swagelok University to develop their skills and knowledge of Swagelok products, applications, markets and their job roles.

Our Swagelok values of **Integrity** and **Respect** guide every interaction with each other and with customers.

Business is always conducted ethically and fairly. All associates are required to sign our Code of Conduct which holds everyone accountable to the highest standards of corruption-free business practices.

