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District Business Operations

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Company: Expeditors

Location: Başakşehir

Category: other-general

Job Description

Lead and Assist in our relentless pursuit of efficiency, operational excellence and world-class customer service.

Drive Global Business Operations Strategies and Principles to enable world class performance.

Own the Quality Management System (QMS) in pursuit of efficiency, profitability, and consistency.

Improve operational performance through analytics and observation. Communicate measurable impact process improvements have had on our employees, customers and finances.

Build and maintain strong, collaborative relations with the Global Network

Collaborate with local management to identify opportunities to improve quality, service, compliance and profitability through the pursuit of efficiency and consistency by identifying and prioritizing problem areas through communication with operational staff and via process mapping, timing studies and self assessments process analysis methods.

Support local solutions that improve efficiency and enable visibility in alignment with global standards

Align with regional business operations manager and work alongside the district and regional

EDA & IS (if applicable) to deliver reporting and automation to the field.

Drive full and proper usage of existing systems and tools by operations.

Introduce new processes, the underlying strategy and associated performance expectations to the district in conjunction with receiving and rolling out new operating systems and related tools.

Train and coach operations in the skill of providing meaningful feedback all new processes, systems and tools.

Have a Tactical Business Plan to support the district strategy in an effort to ensure efficiency, world class service and global consistency.

Be vocal in addressing local market conditions and regulations that may hinder the district from meeting the global standards. Strive to find opportunities to align with the global standard despite local variances.

Coach district in root cause analysis and effective problem solving when identifying and closing corrective and preventive actions.

Support external, internal and customer orders (ISO, GDP etc)

District Business Operations (Process & Performance) Competencies

Has the ability to problem solve using quantitative and qualitative analysis to understand process issues. Can map out processes and clearly identify areas for improvement and efficiency opportunities. Comfortable analyzing large sets of complex data.

Can promote lean thinking and is skilled in implementing change. Builds and maintains long term relationships with the district that results in positively influencing employee performance. Inspires others by challenging, encouraging and guiding them through effective training and strong presentation skills. Is flexible and adapts to unexpected events.

Is strong built and meets resistance as a challenge to overcome. Passionate about lean mindset and willing to continuously learn and evolve. Focused on improving customer service and Employee experience.

Qualifications

Strong PC and analytical skills, including experience with Microsoft Office, Power BI, SharePoint, and Visio

Understanding of Lean principles, proficient in process mapping, execution of root cause analysis and effective problem solving techniques

Effective interpersonal skills, with ability to relate to employees at all levels

Self-management and project management skills

Fluent in English

Turkish is a must

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