

Operations Supervisor

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Company: OIA Global

Location: İstanbul

Category: other-general

Are you ambitious, talented and would be interested in an exciting opportunity as Operations Supervisor to manage the operational team for our Turkey Branch?

OIA Global have an exciting opening within the Freight Forwarding department based in Istanbul where the Operations Supervisor will work closely with the Country Manager. The primary focus will be taking responsibility for organisation of a team, allocation of tasks and training employees. The Operations Supervisor will monitor the efficiency of the team and apply methods to manage and improve processes. The Operation Supervisor will support Country and Regional Management with implementation of company initiatives.

The Operations Supervisor will carry out the work in accordance with OIA's Operational Procedures, ensure shipments are completed successfully and keeping the client informed at every stage. The Operations Supervisor must ensure their team delivers 'Operational Excellence' through a professional level of customer service.

Key Responsibilities

Operations

Conduct all operations in accordance with the Company's Operational Procedures.

Ensure smooth running of operations through the effective management of the team.

Obtain competitive rates for quotations.

Ensure effective and efficient use of CargoWise.

Ensure administration is completed as required, e.g. finalisation of job files, task management,

invoicing etc.

Ensure compliance with regulations by remaining up-to-date on freight forwarding and customs regulations.

Deal with escalations, as necessary.

Sales, Marketing & Business Development

Be aware of potential customers and look for opportunities to develop the business.

Maintain awareness of forwarding and logistics markets – including key customers and competition.

Maintain & develop existing business relationships.

Ensure effective negotiation on price to maximise profitability.

Be an ambassador for OIA and it's values.

Work in collaboration with the sales and marketing team to optimise quotations and supplier relationships.

Customer Service

Work closely with customers, colleagues and third parties to ensure operational excellence and adherence to deadlines.

Provide effective and constant communications with customers.

Be proactive when faced with problems.

Ensure team activities reflect your high level of customer service.

Provide service in line with the OIA Global Mission Statement.

Financial

Maintain strong financial disciplines, ensuring that the team understand and comply.

Work in line with finance requirements including the month end procedures.

Liaise/support with the Finance department on CODs, aged debt and query escalation.

People Management

Be responsible for the overall performance of the team.

Work with direct Line Manager to recruit, select and ensure smooth on-boarding process for new staff, as required.

Coach, develop and motivate the team on operational tasks, ensuring they have the knowledge to complete their duties.

Assist Manager to manage the Team, e.g. performance appraisals, inductions, disciplinary matters.

Ensure Team adhere to policies and procedures.

Ensure that Team participate in learning development.

Act with sensitivity and discretion, when engaging in personal discussions with your team.

Always be professional, consistent and fair with all employees.

What we need from you:

Previous experience working in a supervisory capacity within freight forwarding, desirable

Comfortable using Microsoft office

Good IT skills

Good planning and organising skills

Ability to solve problems

Strong Organisational and planning skills

Ambition to develop, self and with company

Sound decision making

Excellent written and verbal communication skills

Good attention to detail

The ability to work under pressure and to deadlines

What we can offer you:

Flexible/Hybrid work schedule

Training and development

Friendly, fun and relaxed culture

Competitive remuneration package including bonus incentive

Access to OIA University 1000's of courses for personal and professional development

Milestone recognition and participation various employee recognition competitions

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