

## Job Description Global Export Process Manager

<b>Job Title:</b>	Global Export Process Manager	<b>Location, Country:</b>	Bangalore, India
<b>Business Unit:</b>	Swire Shipping	<b>Department:</b>	Customer Service & Business Systems

### Role Purpose *(Why do we need this role?)*

The Export Process team manages the full scope of export shipment processes and collaborates with our frontline customer service teams to deliver a seamless and effortless customer experience. As the leader of the team, this role ensures optimal performance in executing day to day operations. The role also has ownership of export processes, driving efficiency and automation, scalability and excellent customer experience through constant innovation and problem solving.

### Role Accountabilities *(What is this role responsible for delivering?)*

- Leads & guides the export process team on day to day execution of work, ensuring customer centricity.
- Managing team capacity and resources against customer demand, maintaining scheduling plans and co-ordinating staff movements/shifts to ensure consistent delivery of quality service.
- Accountable for performance against cost, efficiency and quality metrics. Ensures team consistently meet agreed SLAs and KPIs.
- Ensures a high level of team expertise & proficiency in all aspects export shipment execution, identifying training & developmental needs of the team.
- Responsible for leading change, keeping the team up to date on organizational and functional process requirements.
- Driving and promoting a problem solving, continuous improvement mindset amongst the team, encouraging innovation and customer centricity.
- Responsible for driving work automation using RPA and other tools.

### People Management

- Lead employees to meet the organisation's expectations for productivity, quality, and goal accomplishment.
- Provide oversight and direction to the employees in the team in accordance with the organisation's policies and procedures.
- Plan staffing levels and work with Human Resources to recruit, interview, select, hire, and employ the right people within budgetary guidelines.
- Coach, mentor and develop staff, including overseeing new employee onboarding and providing career development planning and opportunities.
- Consciously create an engaging workplace culture that emphasizes the identified mission, vision, guiding principles, and values of the organisation.
- Lead employees using a performance management and development process including goal setting, feedback, and performance development planning.
- Empower employees to take responsibility for their jobs and goals. Delegate responsibility, drive accountability and provide regular feedback for continuous improvement.
- Manage and maintain effective employee work schedules including assignments, job rotation, training, vacations and paid time off, cover for absenteeism, and overtime scheduling.

- Maintain two-way transparent communication. Appropriately communicate organization information through department meetings, one-on-one meetings, and appropriate email, IM, and regular interpersonal communication.
- Deliver key people related activities in conjunction with HR that will lead to the enhanced engagement and retention of team members.

### **Safety**

- Take responsibility for the safety of myself and those around me by displaying safety leadership principles (i.e. Safety I's & Accountability ladder).
- Challenging and stopping unsafe acts and behaviours or unsafe conditions.
- Comply with the Global Safety Standards, Policies and Operating Procedures.

### **Key Qualifications & Skills** (What knowledge will ensure success in the role?)

#### **Qualifications**

- Degree Holder with at least 5 years of relevant management experience in container / liner shipping industry
- Experience in shared service or back office support environment an advantage
- Experience with workflow and daily work management principles
- Advanced/Expert knowledge of liner shipping operations, documentation and practices
- Good English communication skills, both written and spoken

#### **Technical Skills**

- Good knowledge of Microsoft Office applications, data reporting/analytics
- Experience with DPA, RPA solution application, workflow and Lean principles an advantage.

#### **Professional Skills**

- Results driven and has a positive attitude.
- Effective team player and collaborator.
- Strong personal integrity.
- Able to build a high-morale/high-performance team culture lead by their example.
- Able to collaborate with business personnel to manage problem resolution effectively.
- Strong analytical and administrative skills.
- Work cross-functionally and think both critically and strategically.

#### **How to apply?**

If you feel you have the skills and experience necessary for the role and it offers the appropriate challenge in line with your career aspirations, please submit your application and resume [here](#).

*Please note that CNCo is working with U3 Infotech and applications will be reviewed by them.*

Application Deadline: 18 July 2019