**Operations Director – EABC Sierra Leone**

**Job Description**

At Empower Africa, we owe our success to the efficiency of our organizational processes. To help maintain and grow this standard, we’re seeking an experienced Operations Director to oversee daily activities of the Empower Africa Business Center in Freetown, Sierra Leone. As an ideal candidate, you’ll have a sharp business mind and proven success managing multiple departments toward maximum productivity. You’ll be highly skilled in human resources, administration, finance, and IT management. Additionally, you’ll display a proven ability to develop and maintain an environment of trust, diversity, and inclusion within your team. Your ultimate responsibility is to increase the operational efficiency of the Empower Africa Business Center.

**Objectives of this Role**

* Maintain constant communication with management, staff, and vendors to ensure proper operations of the organization
* Develop, implement, and maintain quality assurance protocols
* Grow the efficiency of existing organizational processes and procedures to enhance and sustain the organization’s internal capacity
* Actively pursue strategic and operational objectives
* Ensure operational activities remain on time and within a defined budget
* Track staffing requirements, hiring new employees as needed
* Oversee accounts payable and accounts receivable departments

**Daily and Monthly Responsibilities**

* Lead, motivate, and support a large team within a time-sensitive and demanding environment, including setup and implementation of career development plans for all direct reports and problem resolution
* Manage timely data collection to update operations metrics to achieve productivity targets, reduce cost per unit, eliminate errors, and deliver excellent customer service
* Partner with cross-functional support teams in improving the proprietary tools and systems
* Work closely with legal and safety departments to make sure activities remain compliant
* Oversee materials and inventory management
* Conduct budget reviews and report cost plans to upper management

**Skills and Qualifications**

* Bachelor’s degree in operations management, business administration, or related field
* 4+ years’ proven experience in an operations management position
* Strong budget development and oversight skills
* Excellent ability to delegate responsibilities while maintaining organizational control of branch operations and customer service
* Highly trained in conflict management, business development and business negotiation processes
* Knowledge of general business software and aptitude to learn new applications; proficiency in Microsoft Office (power user of Excel especially), familiar with CRM Platforms like Hubspot and Salesforce, Google Drive etc.