

Job Description

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| **Position Title: Transport Manager**  **Reports To: Site Director / NAD**  **Location:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Role Description:**  Responsible for Responsible for the day-to-day operation of employee transport.  **Key Responsibilities**   1. Responsible for the day-to-day operation of employee transport. 2. Work closely with employees, SPOCs, peers and subordinates to foster close win-win working relationship. 3. Conducting **Induction Programs** for all new joinees and all processes at regular intervals taking feedback to improve systems and increase employee satisfaction 4. **Vendor Management** – Ensure vendors deliver a consistent and high quality service. Manage vendors through a structured vendor management program that includes regular reporting based on service levels. 5. **Fleet Quality** – Ensure the vehicles used for transporting staff are to the required maintenance and quality standards. This includes presentation, cleanliness, licensing, safety equipment, and spares. Ensure drivers are courteous to staff, and have appropriate licenses, and appropriate clothing or uniforms. Manage improvement programs with fleet providers. 6. **EHS & Emergencies.** Ensure the transport service is compliant with Environmental Health and Safety standards especially for Female employees. Implement processes to respond to emergencies, vehicle accidents, etc…   **Scheduling.** Manage the scheduling of the transport service to match the requirements of the shift rosters. Schedule vehicles to minimize cost and achieve an agreed service level   1. within the business Ensure a two-way communications flow to minimize the risk of scheduling problems. 2. **Escalation Management.** Manage real-time escalations, service failures, failed pick-ups, etc..   **Financial**   1. **Transport Cost Management.** Manage the operations of the transport service as cost effectively as possible. Be constantly aware of actual and planned costs for transportation. Forecast operational budget impact. Validate fleet costs and other third party costs to ensure they are accurate and correct. Support the redistribution of costs to budget owners within the company. 2. **Initiate and Lead Cost and Efficiency Improvement Programs.** Continually improve the performance of the transport services provided to facilities users.  People Management  * Manage vendor staff, drivers to effectively communicate and get desired outcome in terms of engagement with employees, behavior and discipline  1. **Reporting -** Report service performance and cost performance, optimization measures on a regular basis.   **Qualifications:**  Candidate should be graduate and should have minimum 5 to 7 years of work experience for managing transport for minimum 300 to 400 employees in Corporate environment, BPO etc.  Good knowledge of excel is must and should work on power point, good communication in writing and speaking English. |