



Operations manager Job description

Hours: Monday – Saturday (five out of six days) 09.00 -17.30

Reports to:

Location: Wheelz HQ and occasional working from home

Salary range:

Role purpose: The Operations Manager helps to provide overall leadership to employees with responsibility for overall operating performance, customer satisfaction, positive employee culture, safety, service, budgets, and vendor relations.

Why Wheelz GH

At Wheelz GH our employees (better known as ‘our partners’) are our first customer! So our priority is to make sure you have the right equipment, training and working conditions to exceed in your role. We offer a range of partner benefits such as performance related bonuses, paid leave, training, discounted Wheelz rentals, uniform and much more.

Main duties and responsibilities

Operations managers are responsible for directing the process and activities of frontline employees. The Operations manager is responsible to have in-depth knowledge of operations, management, logistics, technology and financial disciplines. The leader must have a proven track record for decisive actions backed by analytical thinking, goal-directed leadership and service-oriented performance. This leader will deliver results through leadership, direction, alignment and motivation. They will need to fulfil the following important duties to excel at their job:

- Responsible for daily operations, fleet availability, and revenue generation for his or her assigned function

0201416342 

info@wheelzgh.com 

Wheelzgh.com 

Peter Ala Adjetey Ave, Labone 



- Leads and supports processes to meet and exceed customer expectations, and ensure alignment of the sales force with those sales methods and processes
- Resolves customer issues, ensuring a positive customer experience
- Pro-actively drive the sales process that leads to the creation of a dynamic, customer-focused zone commercial organization focused on selling value-added solutions (VAS)
- Constantly champions productivity improvements via employee involvement and accountability; ensures employees are following the Standards of Work (SOW)
- Actively engages in effective communication plans focused on building employee engagement in order to achieve business results
- Conducts performance evaluations that are timely and constructive, where applicable
- Participates in the recruiting process, as required
- Provides management with various updates and indicators as requested
- Remains current on all administrative duties according to company policy

Skills, qualifications and experience

- Customer service resolution practices
- Excellent communication techniques
- People management and leadership capability
- Sales Management/Coaching ability
- Operations Management

- Highly organized
- Ability to solve problems independently
- Working knowledge of Microsoft office suite.
- Time Management skills
- Customer service aptitude - Ability to address and resolve customer service issues
- Excellent oral and written communication skills

- **Personal Accountability**

0201416342



info@wheelzgh.com



Wheelzgh.com



Peter Ala Adjetey Ave, Labone





- Effective Communication
- Demonstrates Initiative
- Passion for Customer Service & Stakeholder Success
- Trust & Integrity
- Adaptable and Flexible

0201416342



info@wheelzgh.com



Wheelzgh.com



Peter Ala Adjetey Ave, Labone

