

## Chief Of Operations

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Company: Waape

Location: Kampala

Category: other-general

As a Chief Operating Officer (COO) of Ride link you are a senior executive responsible for overseeing and optimizing the operational aspects of an organization. The COO collaborates closely with the CEO and other top-level executives to develop and execute strategies, improve efficiency, and drive growth. Here is a comprehensive job description for a Chief Operating Officer:

### Roles and Responsibilities

#### 1. Strategic Planning and Execution:

Work with the CEO and executive team to develop the company's strategic direction and long-term plans.

Translate strategic goals into operational plans and initiatives.

Monitor and assess market trends, competitive landscape, and industry developments to identify opportunities and potential risks.

Drive the execution of strategic initiatives, ensuring alignment with the overall business objectives.

#### 2 . Operational Oversight and Management:

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organization. The COO collaborates closely with the CEO and other top-level executives to develop and execute strategies, improve efficiency, and drive growth. Here is a comprehensive job description for a Chief Operating Officer:

Oversee the day-to-day operations of the organization, ensuring efficient and effective execution of business processes.

Develop and implement operational policies, procedures, and guidelines to improve productivity and quality.

Monitor key performance indicators (KPIs) and operational metrics to evaluate performance and identify areas for improvement.

Drive operational excellence by implementing best practices and continuous improvement initiatives.

### **3. Cross-Functional Collaboration:**

Foster collaboration and communication across departments to ensure effective coordination and alignment of operations.

Collaborate with other senior executives to drive cross-functional initiatives and resolve operational challenges.

Act as a bridge between different teams, facilitating cooperation and information sharing to achieve organizational goals.

### **4. Resource Management:**

Optimize the allocation and utilization of resources, including personnel, budget, and technology, to support business operations.

Ensure proper workforce planning and talent management to build a skilled and motivated team.

Evaluate and enhance operational capabilities, infrastructure, and systems to support business growth and scalability.

### **5. Risk Management and Compliance:**

Identify and manage operational risks, developing strategies to mitigate potential

issues.

Ensure compliance with regulatory requirements, industry standards, and internal policies.

Establish and maintain robust internal control systems to safeguard company assets and maintain financial integrity.

#### **6. Performance Monitoring and Reporting:**

Establish reporting mechanisms to track and report operational performance to the executive team and board of directors.

Provide regular updates on key operational initiatives, milestones, and progress towards goals.

Analyze data and performance metrics to identify trends, issues, and areas for improvement, and propose actionable solutions.

#### **7. Leadership and Team Development:**

Provide strong leadership and mentorship to the operational teams, fostering a culture of accountability, collaboration, and continuous improvement.

Develop and motivate high-performing teams, promoting professional growth and talent development.

Foster a positive and inclusive work environment, promoting open communication and employee engagement.

#### **8. External Stakeholder Management:**

Build and maintain relationships with key external stakeholders, including customers, partners, vendors, and industry associations.

Represent the organization in external meetings, conferences, and industry events.

Identify strategic partnerships and business opportunities to drive growth and enhance the organization's market position.

#### **Qualifications:**

Qualification in Operations Management.

Proven experience in a senior leadership role with a focus on operations management, across the East African Market (Kenya & beyond)

This role is open to Kenyan Candidates too (Residents of either Uganda or Kenya)

Strong strategic thinking and problem-solving skills, with the ability to translate vision into actionable plans.

Excellent leadership and communication skills, with the ability to build and motivate high-performing teams.

In-depth knowledge of operational best practices, process optimization, and change management.

Demonstrated experience in driving operational excellence and improving business performance.

Financial acumen and understanding of budgeting, financial analysis, and performance metrics.

Strong interpersonal skills and ability to collaborate effectively across functions and levels of the organization.

Industry knowledge and understanding of market dynamics and trends relevant to the organization.

Proven experience in using tech to drive business growth.

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