

POSITION DESCRIPTION

Position : Operations Manager EMEA

Reports to: Senior Director, Global Depot Operations
FLSA Status: Exempt
Prepared by: Tom Nauwelaers
Date: December 2024

General

The Operational Manager has full responsibility over all operations processes, including technical and depot operational activities in the EMEA region, infrastructure, and depot (vendor) pricing. All EMEA Operations personnel report to the Operations Manager.

Main responsibilities

- Manage the entire operational team, infrastructure and setup.
- Manage the entire depot (vendor) infrastructure within the region including depot (vendor) pricing and negotiations of such.
- Oversee the complete M&R cycle including turn time, following up with depots and staying within earlier set goals.
- Perform depot (vendor) audits within the region to ensure consistent quality of our equipment and validate quality of estimates and repairs as required per the most current SeaCube policies and procedures.
- Provide feedback to the Regional Salesperson from depots on market conditions.
- Ensure quality of booking and redeliveries processes across the region.
- Manage customer/lessee dispute resolution as needed.
- Establish and build relationships with depots through regular contact to ensure priority service for SeaCube.
- Coordinate equipment positioning with the logistic department as needed.
- Resolve billing discrepancies with the customers and Billing department as needed, including any depot self-billing discrepancies.
- Control and steering on operational processes, internal instructions and policies.
- Implementing change in policies, change in company directions, trouble shooting.
- Work on Team motivations, improvements, goal setting and Team members overall wellbeing.

POSITION DESCRIPTION

Position : Operations Manager EMEA

Qualifications / Skills

- Bachelor's degree in business administration or in another related field or equivalent practical experience.
- A minimum of 5 years' experience in managing vendor relationships ideally in the transportation, shipping or container leasing shipping or leasing industry.
- Experience working and managing multi-cultural teams and vendors in the Europe, Africa, and Middle East region.
- Track record in negotiating large supplier contracts.
- Excellent communication, presentation, and interpersonal skills.