



JOB DESCRIPTION

Job title: Business Unit Manager - Mexico
Department: Operations – FSI
Location: Villagran & Celaya, Mexico
Reports to: VP – the Americas

Skills, experience and education required:

- Bi-lingual (proficient in English, fluent in Spanish)
- Solid Road/Sea/Air transport knowledge, domestic and international
- Sound knowledge of import/export regimes and customs procedures
- Proven people management experience
- Ability to achieve results through planning, prioritization and innovation
- Excellent communication and presentation skills coupled with the drive and desire to offer market leading, innovative international freight forwarding support solutions to customers
- Possess the ability to diagnose and solve problems by encouraging a culture of teamwork.
- Proven record of setting and managing budget and KPI's.
- Commercially aware
- Education/Certification in Logistics or Freight Forwarding would be advantageous
- Knowledge of budget preparation and P&L analysis
- Strong administrative, organisational and time management skill
- First class customer services skills
- Able to prioritise workload and work to tight deadlines

Overall purpose of job:

- Ensure that the transport activities are managed in accordance with customer and internal requirements
- Identify and support negotiation of the best service and price from suppliers, including benchmarking rates on a regular basis
- Ensure all tasks undertaken meet, as a minimum, or exceed, the customer's expectations in terms of the standard of service provided; cost agreed and time frames
- Ensure the achievement of budgetary requirements
- Identify and support cost reduction activities to produce customer saving opportunities and margin improvements

Supervisory responsibilities:

- 1 Team Leader and 6 Logistics Analysts

Limits of Authority:

- As per those detailed in the Company's Limits of Authority Schedule.
- Overseas trips are to be authorised in advance by VP – the Americas and Managing Director. National trips are to be authorised by VP – the Americas.





Main Duties:

As per the generic job description, with the following specific duties:

Management:

- Provide a monthly management report within the time limit provided.
- Examine the Job Cost Review (JCR) summary and advise of any anticipated shortfall in relation to expected budget requirements and any anomalies discovered in relation to reported margin and sales figures.
- Produce annual budgets from sales to net profit level in accordance with the timetable announced each budget year and format advised by Finance Business Unit.
- Suggest changes in operational procedures during the monthly management meetings where these would result in improvements of efficiency, communication, and the quality of service to the customer.
- Address all action points from meetings within the appropriate timescales and monitor any actions that are to be addressed.
- Implement company policies and strategies and ensure these are understood and carried out by Business Unit employees.
- To encourage all employees of the business unit to communicate any areas of concern in relation to operational, training, quality and personnel concerns.
- To promote and drive the Business Improvement System and its benefits within the unit ensuring all employees of the unit are aware of correct use of the SOC (quality concern) system.

Commercial:

- Ensure the business unit builds strong relationships with customers and suppliers and encourage appropriate visits as and when required.
- Ensure all existing customer and potential new customers are fully aware of the Business Unit and company service offer.
- To be responsible for reviewing the services and rates offered on a regular basis.
- Monthly review of quotation conversions.
- Monthly review of quotation forms.

Operational:

- Ensure all business is conducted in accordance with the company's operational procedures.
- Ensure customer satisfaction through managing their shipments in the correct way and in accordance to the timeframe specified by the customer.
- Ensure all operational activities are compliant with Customs Regulations.
- Ensure charging out of all consignments and invoice checking is carried out before issuing to customer.
- Monitor credit notes.
- Quote prices to potential and existing customers as and when required within agreed timescale.
- To pass on all other types of enquiry, not related to the service of Mexican Operations to other appropriate Business Unit Managers.
- Ensure invoicing is in accordance with company guidelines





Training and Development:

- Actively seek opportunities for internal and external training and development of self and staff.
- Appraises and actively manages employees, agrees and implements “SMART” objectives and development plans.

Health and Safety:

- Ensure no activity is undertaken which could cause a danger to others.
- Identify potential risks and advice these to your line manager or Health and safety representative in order to eliminate the potential danger
- Adheres to and promotes the Company’s practices and policies, contributes to creating a secure, safe and healthy environment

Environmental

- To ensure that company resources (e.g. paper, energy) are conserved and re-cycled where appropriate.
- Where possible, highlight new methods of conserving the company’s resources.

This job description will be subject to review in light of changing circumstances and is not intended to be rigid or inflexible.

This job description provides guidelines within which each employee works.

Other duties within the skills and capabilities of an individual may be assigned from time to time.

Job Holder’s Signature:.....

Date:

