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Operations Manager

Background and general description

Smartz Pro Car Rental Co wishes to recruit an Operations Manager to run its car rental business in Monrovia. The incumbent will report directly to Smartz Pro CEO and will also be accountable to the Business Manager, Business Coordinator and the Fleet Coordinator. The incumbent will be responsible for the smooth operation of the company and will ensure that monthly and quarterly goals are met.

Job functions

1. Marketing and excellent customer service
2. Complete interviews and recommend the hiring and termination of driver's service
3. Initiate all accounts payable transactions and submit to the Business manager and/or the Business Coordinator for approval.
4. Fill out and signed rental agreements on behalf of Smartzpro
5. Ensure that all documents including receipts, contracts, mileage logs, invoices etc. are scanned and saved in accordance with Smartzpro filling procedures.
6. Oversee the activities of the drivers and assign drivers to contracts
7. Ensure that all legal documents including car insurance and taxes are current.
8. Determine the fair market rental rates for contract and submit for approval to the Business manager and/or the Business Coordinator.
9. Draft and sign agreement with a reputable garage for the maintenance of all vehicles.
10. Process all payments through Smartzpro business account
11. Inspect vehicles daily when possible to ensure normal running conditions and that cars are kept clean by drivers.
12. Draft and sign employment contract agreements with drivers
13. Regularly distribute Daily Mileage Log to drivers and file report from previous week in accordance with Smartzpro filling procedure.
14. Coordinate repairs and regular maintenance needs of vehicles

15. Ensure that customer satisfaction survey are completed for every customer. Note that a portion of the driver's compensation will be based on customer satisfaction.
16. Coordinate with the business manager and ensure that all payments are deposited in the business account.
17. Any related responsibility that may be deemed necessary by Smartz Pro LLC

Qualifications and required skills

1. A Bachelors degree in Business Administration, Marketing, Accounting or related field plus 0-5 years working experience in similar fields preferred.
2. Or high school diploma plus 5-10 years working experience in similar fields.
3. Excellent computer skills in Microsoft Office, internet browsing, online communications tools, social media.
4. Excellent marketing skills, communications skills and negotiations skills.
5. Females are encouraged to apply

How to apply

To apply, please send us an email with your resume and cover letter as attachments to hr@smartzpro.com.

Shortlisted candidates will be invited for an interview.

Application deadline: April 30, 2014.

Smartzpro Car Rental Company is a Liberian owned business with high competitive edge to strengthen Liberia's growing middle class and to promote confidence in the level of service delivery across the country. Smartzpro has been structured to give young Liberians a chance to a better future through continuing education programs and professional development in marketing and customer satisfaction. We create opportunity for ordinary Liberian car owners to join our fleet and receive cash for every mile their car is driven. Our vision is to create a vibrant community with growing economic, social and education development under equitable compensation and respect for human dignity. The future of Liberia's growth lies in the hands of the ambitious growing middle class. As an all Liberian owned business, Smartz pro is working with ordinary Liberians to broaden this opportunity.