

CONTRACT MANAGER (SmartMatta) – GAUTENG

TITLE

CONTRACT MANAGER (SmartMatta)

REPORTS TO

SENIOR CONTRACT MANAGER

JOB SUMMARY

Ensure that all sites and personnel are run as productively and efficiently as possible. Ensure maximum recycling extraction to assist with profits. Act as the contact person between the clients, head office and the operations department to ensure client satisfaction. Ensure that all administration responsibilities, policies and procedures are implemented according to the Code of Good Practice.

RESPONSIBILITIES:

Operational management

- Planning of personnel for each site in order to meet SLA requirements and financial targets
- Recruitment and appointment of personnel as per the company policies and procedures
- Plan equipment and lay-out on site, as per the SLA agreement for the sites
- Ensure that all sites have the correct stock, consumables and that the equipment is in good condition
- To be well informed regarding the agreed SLA of each client and site
- Oversee and ensure that all sites are clean, productive and operational

Transport

- Planning of cage and bin collections to adhere to site requirements
- Liaise with the Transport Officer and service providers regarding the collection of recyclables
- Collect and deliver service delivery notes to the finance department
- Report any problems to the Senior Contract Manager / Operations Manager

Client relations

- Liaise with clients to ensure customer satisfaction
- Maintain effective operations, productivity and efficiency, to ensure profitability on sites
- Meet with clients to address previous / new issues, provide feedback on improvements and reporting on aspects of interest
- Provide written communication / feedback to the Senior Contract Manager / Operations Manager regarding client relationships

Personnel management

- Induction and training of all staff as per the company policy and procedure
- Responsible for the appointment of staff, to adhere to the clients SLA
- Ensure that staff adhere to the company rules and regulations regarding resignations
- Ensure all staff members are working according to the Code of Conduct and as efficiently and productively as possible

- Set up meetings with staff and HR, when a staff member needs help or performance management
- Address staff grievances as per the grievance policy of the company
- Disciplinary action: execute the disciplinary process as per the company disciplinary policy and procedure
- Weekly update of Secure Office payroll with working hours / days, absenteeism and leave, (in preparation for payroll) and ensure that all numbers are accurate

Administration responsibility

- Daily reports on:
 - Absenteeism (complete the Secure Office attendance register) / concerns / relieve staff / IOD's / damages / non-collections / complaints
- Weekly reports on:
 - Site visits / staff leave forms / IOD's / operational feedback
- Monthly reports on:
 - Site profitability sheets
 - Site register capturing / verification of all data as required for the completion of the profit and loss cost report
- Month-end payroll duties:
 - Appointment and resignation reports
 - Ensure the site data is captured correctly by staff members and deliver the slips to the data department

SHEQ responsibilities

- Ensure that all staff has the correct PPE
- Ensure that staff is trained on the OHS regulations
- Ensure that each site SHEQ files are complete, updated and on site
- Ensure that all staff has been trained on site, where dangerous equipment is used

COMPETENCIES

- Practical experience and knowledge of accounting systems and functions, including debtors and creditors
- Excellent communication and interpersonal skills
- Excellent time management and organizational skills
- Ability to work under pressure, multitask and effectively set priorities
- Attention to detail and a high level of accuracy
- Maintain a high level of confidentiality
- Ability to adapt to changing work requirements and situations
- Problem solving skills and the ability to identify opportunities for process, system and work area improvement
- Performance orientated: possess initiative, enthusiasm and self-motivation to make things happen and get things done
- Self-starter who works well with limited supervision
- Excellent work ethic
- Demonstrate proficiency in the use of MS Office, especially Excel

REQUIREMENTS

- Minimum Grade 12 (tertiary qualification is advantageous)
- 5 years' working experience
- Experience in the waste management or recycling industry
- Code 8 drivers' license
- Computer literate
- Passion for working with people
- Desire to serve customer needs, do what is best for the team and to treat all employees with respect and dignity
- Strong communication ability in English; knowledge of additional languages is advantageous
- Ability to work independently while remaining true to company policies and procedures
- Sales and negotiation ability
- Operational skill: establishing and managing operations at various client sites
- A willingness to, at times, work on holidays / weekends / evenings if operations require it

Employment will be implemented in accordance with the Employment Equity Act.
Only Applicants being considered for the role will be contacted.

Closing date: 31st January 2022

Should you wish to apply, please complete the online application process