

Regional Operations Manager Job Description

Duties and Responsibilities:

- Coordinate, monitor, and manage various stores/branches within a particular geographic region
- Improve regional processes, policies, and practices so as to achieve company's goals and ensure regional stores adhere to company-wide laid down rules and guidelines
- Help improve the efficiency of support services like communication channels and IT; and also ensure free flowing communication amongst the stores
- Work hand-in-hand with top management (serving as a link between them and the individual stores) in order to develop and implement new plans/ideas that will enhance the operations of the company at large
- Assist in the recruitment of staff, establish work schedules for staff being put in place, and evaluate staff performance at the end of a given period
- Help plan and support marketing and sales activities
- Check on individual branches to make sure they are fully stocked and operational
- Discipline local managers who go against company work ethics and also retrench workers who tend to embark on procedures that are detrimental to company activities
- Oversee performance-based bonuses/salary increments that are given to workers that merit them
- Give feedback on how the entire region functions to senior managers on a regular basis so as to ensure that company general activities flow on the same wave length.

Regional Operations Manager Requirements – Skills, Knowledge, and Abilities

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- Good decision making ability/skill. That is to say that the manager must possess the ability to make good decisions in little or no time; this is basically because he/she is the link between top management and the local individual managers
- Good analytical skills are required for tackling problems that may come up on a daily basis
- Good communication skills are also of great importance for this role, in a bid to pass messages/information across all frontiers to ensure quality delivery in the company
- Ability to work as part of a team is very important because a good ROM will work with a lot of people to be able to achieve required results; that is to say that he/she cannot basically do it alone
- Excellent leadership skill is required of every ROM. He/she has to be able to motivate employees at all times
- Time management skill is also very necessary for the ROM job in order to be able to beat deadlines and display efficiency
- A Bachelor's degree in Business Management or in any closely related field
- 5-10 years industry relevant experience
- An MBA will also be of great advantage.