

Transportation Operations Manager Job Description

- Direct the activities of staff in relation to transport operations within the company on duties like dispatching and tracking/monitoring of transportation vehicles
- Monitor the general operations of staff of the transportation department to make sure that their operations are within the guidelines, safety measures, government orders, and administrative policies
- Involve in the negotiation and authorization of contracts and other forms of purchases and procurements that are related to the company's transportation needs
- Develop important indicators that measure and show the effectiveness of the company's transportation operations
- Develop transportation policies across appropriate units within the firm
- Appoint competent transportation staff. This usually involves carrying out interview, selection, training, and performance appraisal of every transportation personnel
- Negotiate with warehouse owners or operators and carriers for their services and for fair rates
- Conduct necessary investigation(s) to determine the cause of problems like accidents (if any arises) and to set up safety measures to avoid recurrence of such issues
- Develop and implement plans that will lead to improvement in company profit
- Implement management recommendations, like proposed fees and change in movement schedule
- Maintain open dialogue with other units' managers so as to organize activities that will enhance company's general performance

- Take charge of investigations that look into customer complaints with regards to product delivery and other transportation-associated issues
- Make recommendation for the acquisition of new equipment or the replacement of old ones.