



## Head of Operations

- **Vacancy for:** 1
- **Posted on:** Dec. 3, 2018
- **Deadline:** Dec. 19, 2018, 11:55 p.m.

### Basic Job Information

Job Category	: General Mgmt. / Administration / Operations > Administration, Office management & co-ordination
Job Level	: Top Level
Employment Type	: Full Time
Job Location	: Trade Tower, Thapathali
Offered Salary	: NRs. 100,000 - 130,000 Monthly

### Job Specification

Education Level	: Graduate (Masters)
Experience Required	: More than 4 years
Professional Skill Required	: Finance, Project Management, Business Operations, Marketing & Strategy, Day-To-Day Operations, Negotiations, Communication

### Other Specification

We are looking for a highly self-motivated strong leader with proven success in managing operational teams.

#### Specification:

- Minimum of 3-5 years of service industry experience with 3 years of management experience required including customer attraction, day to day operations, finance, Marketing & Strategy, or equivalent combination of experience and education
- This combined with your excellent communication, negotiation, interpersonal and organizational skills will be vital in driving customers to the attraction and getting the most out of your team.
- Proven ability to work on multiple projects simultaneously and multi task as necessary
- Extensive knowledge of computer including Microsoft Office - Excel, Outlook, and Project Management Tools like Asana, Trello, Twist and to do list
- Proven ability to work on multiple projects simultaneously and multi-task as necessary
- The desire to work in fast-paced environments
- Must be flexible and able to work a variety of shifts, including days, nights, weekends, holidays and special events. (Applicable only in urgent/special circumstances)
- Multi-tasker at an operational level is a plus

### Job Description

#### About The Role

The Head of Operations (Operations Manager) is responsible for the day-to-day smooth and profitable operation of our dynamic attraction and has the ability to work at a quick pace and exhibit situational flexibility.

Through diligent work and optimal fun, you will strive to achieve the financial targets as well as lead and develop your team by managing a team of fun driven and enthusiastic magic and memorable experience makers with transcending innovations.

#### Responsibilities:

- Assist with the effective management of commercial areas of the business ensuring the delivery of seamless services consistent with the corporate brand image
- Assume responsibilities of the General Manager in their absence, liaising with Senior Management when appropriate
- Ensure that the attraction is presented and maintained to the Company and its services, acceptable standards in all areas at all times

- Meet secondary spend, Key Performance Indicators (KPI) targets while controlling labor costs, costs of sale, and other expenses
  - Act as a Duty Manager when business needs dictate, by overseeing and coordinating the smooth day-to-day running of the attraction
  - Assist with the implementation of cost control measures in all commercial spend areas, to ensure the maximization of profit at all times
  - Application of sound business knowledge to carry out staff reviews, inductions, probationary sign-off, appraisals and interviews
  - Responsibility to ensure compliance of Health, Safety & Security within the workplace and in line with the Group Policy
  - Manages up to 5-6 direct reports; up to 35 team members. Works closely with HR to ensure all policies and procedures are followed in accordance with company policy and applicable laws
  - Perform other duties as assigned
  - Assigning tasks to the team as per guide provided by Board/Executive Directors
  - Report directly to Board
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### **Applying Procedure**

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