

Job Description

Departmental Manager

General Purpose:

Plan, direct and co-ordinate the operations of a business, division, department or operating unit. Plan and maintain systems and procedures for operating efficiency. Manage staff for optimum performance.

Main Job Tasks and Responsibilities

- determine staffing requirements
- hire and train new staff
- supervise direct reporting staff according to overall company policy
- apply strategic planning to determine company, department or unit objectives
- set employee goals and objectives
- develop staff to maximize potential
- monitor staff performance including performance reviews
- delegate work duties to staff to attain objectives
- allocate use of available resources
- monitor and assist staff with work progress
- evaluate current business processes and systems
- plan and implement procedures and systems to maximize operating efficiency
- establish and maintain controls
- formulate department/unit policies and practices
- co-ordinate financial and budget activities for maximum operational efficiency
- facilitate the preparation and analysis of reports
- review performance data (financial, sales and activity reports) to monitor and measure productivity, goal progress and activity levels
- responsible for the achievement of department/division/unit productivity and quality goals

Education and Experience

- Bachelor's degree or equivalent
- knowledge of business and management principles and practices
- knowledge of strategic planning
- knowledge of human resource management principles and procedures
- knowledge of basic economic and accounting principles and practices
- knowledge of office administrative procedures
- proficient in relevant software applications

Key Competencies

- judgment
- decision-making
- information management
- resource management
- planning and organizing
- problem analysis and problem solving
- delegating tasks and responsibility
- communication skills
- coaching
- teamwork
- adaptability

