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Approve by
A/Inspector
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TERMS OF REFERENCE

Position:	General Manager Warehouse Support Services
Duty station:	Juba
Application start:	06/02/2023
Application end:	23/02/2023



OVERVIEW OF CTG GLOBAL

CTG staff and support humanitarian projects in fragile and conflict-affected countries around the world, providing a rapid and cost-effective service for development and humanitarian missions. With past performance in 17 countries – from the Middle East, Africa, Europe, and Asia, we have placed more than 20,000 staff all over the world since operations began in 2006.

CTG recruits, deploys, and manages the right people with the right skills to implement humanitarian and development projects, from cleaners to obstetricians, and mechanics to infection specialists, we're skilled in emergency response to crises such as the Ebola outbreak in West Africa. Key to successful project delivery is the ability to mobilize at speed; CTG can source and deploy anyone, anywhere, in less than 2 weeks and have done so in 48 hours on several occasions.

Through our efficient and agile HR, logistical and operational services, CTG saves multilateral organizations time and money. We handle all our clients' HR related issues, so they are free to focus on their core services.

Visit www.ctg.org to find out more

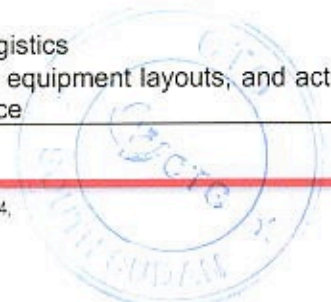
OVERVIEW OF THE POSITION AND KEY RESPONSIBILITIES

Overview of the position:

We are currently seeking for a general warehouse manager to oversee operations in all the warehouse centers in South Sudan. This skilled multitasker will manage the receiving, handling, storing, picking, and packing activities of the warehouse, ensuring that quality standards are met or exceeded. The general warehouse manager must achieve inventory accuracy, coordinate order fulfillment, and track shipping times for numerous product orders every year. The ideal candidate is exceptionally detail-oriented and able to manage multiple facets of warehouse operations simultaneously. We consider every regional warehouse to be a well-oiled machine that operates with a customer-centric mentality. To deliver on our promise to customers, we rely on exceptionally talented, bright, and committed people.

Objectives of the role and key responsibilities:

- Ensure that the warehouse operates at peak efficiency — with customer satisfaction the primary goal — by supervising, organizing, and training warehouse employees and establishing, monitoring, and managing operational goals
- Develop warehouse operations systems by determining product handling and storage requirements, equipment utilization, inventory, gate processes, and shipping methods
- Train and manage the warehouse team to solve day-to-day operational issues and reach short- and long-term performance goals
- Oversee daily operations while controlling and managing inventory and logistics
- Review and prepare workflows, staffing requirements, space allocations, equipment layouts, and action plans that meet company standards for productivity, quality, and customer service



- Maintain a safe and healthy work environment by establishing and enforcing standards and procedures and by complying with legal regulations
- Supervise daily warehouse activities, including quality assurance, inventory control, space management, logistics, floor productivity, shipping, and customer service
- Schedule and oversee warehouse team, and manage the flow and quality of work to maximize efficiency and minimize overtime
- Inspect equipment, tools, and machinery regularly, and oversee general maintenance when necessary
- Meet regularly with warehouse leads to analyze productivity and develop actionable plans for loss prevention
- Oversee and manage logistics for transporting products to customers and company facilities, communicating with partners to ensure efficient delivery of packages

REQUIRED QUALIFICATIONS AND EXPERIENCE

Qualifications and Experience:

- Bachelor's Degree in the relevant sectors
- Three or more years of experience in managing warehouse related services
- Proficiency with warehouse procedures and policies
- Excellent problem-solving skills and leadership qualities
- Ability to work collaboratively with all levels of company staff
- Ability to deliver effective feedback, both written and verbal

Languages:

- Fluency in English
- Knowledge in Arabic is an asset

APPLICATION PROCESS

In order to apply for this role please submit your CV and cover letter to southsudan@ctg.org - please make sure **the subject of your email states the position** or your application might be overlooked.

For hardcopy application, please submit your CV and cover letter to CTG office, Rock City, Suk Mumur Road, Juba, South Sudan

Qualified female candidates are encouraged to apply for this role.

IMPORTANT REQUEST

- Kindly avoid naming your CV as *CV, Updated CV*, or by Job title or organization name
- For hard copy deliveries kindly include position applied for on the envelope.

