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Field Operations Lead

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Company: Max Drive

Location: Douala

Category: business-and-financial-operations

As the Field Operations Manager at MAX, you will play a critical role in ensuring the safety, security, and compliance of our Riders while they are out on the field. You will lead and manage the Field Operations teams, ensuring they are equipped to respond to various field-related situations effectively. Your responsibilities will encompass handling emergency responses, addressing issues such as illegal arrests, accidents, vehicle theft, and monitoring Riders compliance with our code of conduct. This role will require managing teams across multiple cities where the company operates and may involve travel to these cities.

Responsibilities:

Lead, mentor, and supervise the Field Operations teams across multiple cities.

Develop and maintain a strong team culture that prioritises safety, compliance, and the well-being of our Riders.

Develop and implement a robust emergency response protocol for Riders across different cities.

Ensure a swift and effective response to any emergency situations that may arise, such as accidents, health emergencies, or law enforcement encounters.

Collaborate with relevant authorities and organisations to enhance response efficiency.

Address cases of illegal arrests, harassment, or disputes involving Riders and law enforcement agencies in various cities.

Liaise with the legal department and law enforcement agencies in different locations to protect the rights and interests of our Riders.

Develop and implement accident response and support procedures, including medical assistance, insurance claims, and legal support for Riders involved in accidents.

Manage the process of reporting and investigating vehicle theft cases that might arise.

Collaborate with local law enforcement agencies across different locations to recover missing vehicles.

Implement and oversee compliance monitoring mechanisms to ensure that Riders adhere to the company's code of conduct while operating on the field.

Provide feedback and support to improve Riders' compliance with company policies.

Collect, analyse, and report on data related to field operations, including incident reports, compliance levels, and feedback from Riders.

Use data insights to make informed decisions and drive continuous improvement.

Foster positive relationships with local authorities, community leaders, and other external stakeholders in various cities to enhance the company's presence and reputation.

Collaborate with the Welfare team to provide quality field experience to the Riders.

Manage the department's budget effectively, ensuring resources are allocated efficiently across multiple locations.

Requirements

Requirements:

Bachelor's degree in a relevant field (e.g, Business, Operations Management, or related).

Proven experience (between 3 & 5 years) in operations management, especially in a field-related role.

Strong leadership and team management skills.

Excellent communication and interpersonal skills.

Understanding of the legal and regulatory environment relevant to vehicle financing and operations.

Ability to handle emergencies and high-stress situations effectively.

Data-driven mindset with the ability to analyse and utilise data for decision-making.

Exceptional problem-solving and critical-thinking abilities.

Strong organisational and multitasking skills.

Demonstrated commitment to safety, compliance, and Rider welfare.

Prior experience in the transportation, delivery, logistics, automotive, or vehicle financing industry is a plus.

Ability to ride a motorcycle is compulsory

Benefits

Competitive pay & benefits

Premium Health insurance cover

Consistent Learning and Development

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