



<https://decastroconsulting.ph/careers/general-manager/>

General Manager

Qualifications

Our client is looking for a full-time, enthusiastic, results driven and forward-thinking General Manager to join our amazing culture. In this role, you will be responsible for setting the strategic direction of their assigned market; for developing and growing the business; and for maintaining the existing business and customer base. The General Manager will work strategically and collaboratively with other Regional and Global Business Leaders supporting overall business development, account management, service execution and ensuring best customers' experience. The General Manager has ultimate financial accountability and responsibility for the business results. As a General Manager, you are a part of a dynamic team that allows you to grow as an organization grows.

Who You Are

You have a passion for committing world-class service to customers, colleagues and communities. You are a person of integrity with a commitment to growth, accountability and delivering results. You want to join an organization with a positive culture that embraces inclusion and allows everyone to be the best version of themselves at work and home. You want to grow with us and deliver results as an exceptional General Manager.

Who We Are

With 20-years of proven growth and exceptional performance, our mission is to be our customer's best service provider. We realize the importance of diversity in achieving that goal. Our company was built upon a solid foundation of 10 Values and Beliefs which drive our unmatched culture, making us the #1 global, solution & serviced-based provider in the industry. We take great pride in protecting the lives and assets of our customers and their communities with the solutions we provide.

What you'll do

- Overall: Run our business daily operations including team management, P&L management, developing sales strategy, services operations, and continue to grow the business in the Philippines.
- Strategic Leadership: Develop and execute a comprehensive business strategy aligned with the company's overall goals and objectives for the company's Philippine operations.
- Operational Excellence: Oversee day-to-day operations, ensuring efficiency, quality, and compliance with company standards and local regulations. Continue to enhance business operation systems for best business efficiency.
- Team Management: Lead, inspire, and develop a high-performing team, fostering a positive and collaborative work environment.
- Client and Stakeholder Relations: Build and maintain strong relationships with clients, partners, and key stakeholders, enhancing the company's reputation and market presence.
- Financial Management: Take responsibility for the financial performance of the region, including monthly P&L management, annual budgeting, forecasting, and cost management.

Employment Type

Full-time

Job Location

Metro Manila, Philippines

Working Hours

9:00 AM – 6:00 PM

Date posted

October 18, 2024

- Market Analysis: Stay abreast of industry trends, market dynamics, and competitive landscape to identify opportunities and challenges.
- To create, gain approval for and ultimately ensure the business achieves the annual business plan by way of sales, revenue and profitability goals.
- To report, adjust and modify business plans and budgets throughout the year as necessary
- To develop and gain agreement/sign off for all related business/department budgets.
- To manage and monitor customer/client satisfaction levels and to provide interventions when deemed necessary.
- To monitor and maintain colleague satisfaction levels.
- Direct local recruiting, selection, and hiring activities of operations personnel in accordance with standard practices and working in conjunction with the HR Department, Regional and Global Operations.
- To oversee and approve all colleague (in cooperation with HR) issues including offer letters, changes in policy, terminations, disciplinary issues, etc.
- To approve and control all company expenditures and ensure maintenance of all assets.
- To approve and control the intake of all “installed business” sales orders and ensure delivery of all installed business at or above booked/estimated margins.
- Ensure that all business operations – sales, service delivery, project management, risk management, human resources are conducted in compliance with established best practices, processes, and policies.
- Conduct performance management (in cooperation with HR) throughout the year including annual performance evaluations and salary planning.
- To adhere to and promote all safety programs in place in all locations.
- Responsibility and accountability for business activity conducted through and on behalf of the company in their assigned location.
- Sales, operations teams assigned to support the customer growth report directly into the role.
- The role provides support, guidance, counsel, direction and management to each of the departments.
- Managing the organization consistent with the company’s published Values and Beliefs.
- Overall business strategies for the company are initiated by either the CEO/President and it is the GM’s responsibility to successfully implement and communicate these strategies throughout the organization.
- Performs other duties and responsibilities as requested or required.

What You’ll Need

- Advanced oral and written communication skills are required, as is the need for effective Project Management skills, and the ability to manage and respond to behavioral and cultural change.
- Advanced coaching, mentoring, and staff development skills; solid leadership orientation.
- Proven experience in a senior leadership role, preferably as a Managing Director, General Manager or in a similar capacity.
- Strong understanding of the Philippines Labor law and business environment.
- Extremely adaptable – responds effectively to changes in situation or information; ability to influence others and build consensus.
- Excellent analytical skills necessary to resolve problems and look for solutions.
- Strong skills in troubleshooting and handling complex or multiple jobs.

- Advanced financial analytical skills including cost control.
- Expert ability to facilitate a collaborative working environment for customers and team members.
- A strong understanding of the local market and local industry is required.

Requirements

Education: College/Bachelor/master's degree or equivalent experience

Technical diploma and/or equivalent trade experience preferred

More than 10 years of relevant work experience, with at least 5 years in managerial positions with sales management, business operations, P&L management, and operations management.

Business/Market knowledge pertaining to one or all of Electronic Security, Audio Video Building Automation, ELV, IT Solutions and solution relevant industry.

Job Benefits

Health Insurance

13th Month Pay

Contacts

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