

TLV Operation Manager

Job Description

Reports to	Ground Operations Manager & Security director
Position Code	CAL154
Job Purpose	The Operations Manager at TLV is responsible for overseeing two teams: warehouse operations and ramp operations. This role includes managing service vendors to ensure service levels for general and special handling activities. Key tasks include verifying high performance levels in the Cargo Warehouse and ramp, supporting all group activities at TLV airport. The Operations Manager will ensure service providers adhere to agreed SLAs and SOPs, resolve problems, participate in monthly meetings with service providers, monitor service levels internally and externally through KPIs, and participate in operational meetings within the group.
Responsibilities	• Maintain, support, and improve overall station operations to support all business units in the group. • Ensure station compliance with all safety regulations and requirements for aircraft, facilities, equipment, and personnel. • Achieve ground operations and corporate goals related to performance, safety, FAB, VLF, and quality. • Ensure all employees and vendors are aware of station and corporate goals and expectations. • Monitor cargo operations to ensure terminal and aircraft movements, loading/unloading, and cargo handling meet company regulations. • Interact with customers and vendors to ensure proper training in company requirements and procedures. • Monitor all station contracts to ensure vendor compliance with contract provisions and service level agreements. • Define daily tasks for the station to achieve work efficiency, work-life balance, and operational excellence. • Publish station reports, such as quality reports, build-up progress, vertical supervision, and flight summaries. • Support messaging and connectivity development for cargo control operations. • Meet regularly with customers and vendors to discuss potential issues and overall company scope. • Serve as the point of contact for escalations and resolve problems arising from vendors, crews, hotels, catering, maintenance, fuelers, ground handlers, or customers.

	• Monitor and evaluate work performance of both cargo and ramp teams assigned to the station with a focus on continuous improvement. • Develop KPI reports on station workflow and vendor SLAs. • Maintain overall work standards to a high level.
Qualifications	• College degree preferred or equivalent experience. • At least 5 years of operational experience. • Experience in full cargo operations with aircraft (747/767/777) is optional. • Ability to organize and perform multiple assignments in a high-stress environment. • Ability to interact, communicate, and maintain relationships with clients, vendors, and customers at all management levels. • Proven ability to lead and manage a diverse workforce. • Skilled problem solver with strong leadership qualities. • Excellent communication, decision-making, and management skills.