



TransKarachi
Operator of the Karachi Breeze System

POSITION:	Chief Operating Officer (COO)
EMPLOYMENT TYPE:	Contract
DUTY STATION:	Karachi
NO OF POSITIONS:	01
REPORT TO:	Chief Executive Officer (CEO) TransKarachi
SALARY PACKAGE:	Market based competitive salary package and other benefits payable in accordance with the company policy.

OVERALL ROLE

The Chief Operating Officer (COO) will report to the Chief Executive Officer (CEO). He/she will oversee company's business operations and will ensure that the company has effective operational, administrative and financial procedures in place. He/she will execute long-term and short-term plans and directives, and oversee Company's operational policies, and procedures.

KEY RESPONSIBILITIES

The major responsibilities of the COO include but are not limited to the following:

- Trusted and credible partner and advisor to the CEO and assist him in developing and implementing strategic and business plans;
- Develop operational strategies, plans and processes to ensure alignment with business plans and vision;
- Directly oversee daily operations, work of GMs and their respective departments (operations, planning, HR, and finance) and make adjustments as necessary;
- Monitor successful execution of programs and services, ensure efficiency, collaboration, and accountability at every level of the company;
- Measures effectiveness and efficiency of business processes and identify areas and ways of process improvement;
- Ensure all aspects of system's operations and infrastructure meet a pre-determined level of quality;
- Monitor system performance and take corrective measures as needed;
- Support the successful implementation of business and financial model, programs, and aggressively manage contracted services and internal expenses to ensure that the company achieves financial sustainability;
- Ensure contractual agreements are upheld and effectively implement corrective measures in the event of contract breaches on a timely basis;
- Maintain and build trusted relationships with customers/passengers, clients, partners, and internal and external stakeholders;
- Presents new ideas, business models, non-fare revenue generations strategies to CEO and Board of Directors;
- Ensure effective recruitment, onboarding, professional development, performance management, and retention;
- Provides mentoring to employees, motivate staff to meet or surpass organisational and individual goals;
- Adhere to company, SECP, provincial and federal laws, regulation and requirements, contracts and enforcing compliance and taking action when necessary;
- Promotes communication between colleagues for the benefit of information flow and to curb any problems that arise;



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- Acts as a liaison between company, clients and partners for quality assurance; and
- Perform other related duties as required.

POSITION REQUIREMENTS

1. ATTAINMENTS

Qualification

Master degree in civil engineering / transport planning / transport engineering / transport planning and engineering or related discipline from a HEC recognized university. Management and Finance degree will be considered an added advantage. Foreign qualification will be considered an added advantage.

Specialized Training - management, public /urban transport, leadership, strategic management, professional team building, financial management, human resource management or any other skills considered relevant for the position.

Active affiliations – membership of recognised Industry or Professional Organisations.

EXPERIENCE

Minimum 12 years of relevant experience including 8 years at a senior management position. A minimum of 5 years of experience in a similar role is highly desirable. Relevant International work experience will be considered an added advantage.

2. CORE COMPETENCIES

- A proven track record of successfully working at a senior level, with good experience of developing and managing partnerships;
- Demonstrated ability to lead corporate entities to achieve successful outcomes in an inclusive and timely manner, and within budget;
- In-depth knowledge of different business functions such as HR, Finance, marketing etc.
- Demonstrated knowledge of the urban transport sector in Pakistan, its challenges and opportunities;
- Proven experience and knowledge in the procurement of infrastructure works, preferably in the passenger transport sector;
- Experienced in public transport network planning, route network and service scheduling, management and overseeing BRT systems including supporting infrastructure; maintenance facilities; transit centres; stations and parking facilities.
- Proven experience and knowledge of direct and off corridor operations, control centres, oversight mechanism of daily operations, facilities management, customer service aspects and security/surveillance matter in the passenger transport sector;
- Good understanding of best practice principles in public transport service provision, contract monitoring, and all compliance matters;
- Understanding of the role of new technologies in the BRT / mass transit operations and management;
- Excellent skills in negotiations and contractual matters;
- Able to contribute to strategic planning and development as a member of TransKarachi's executive management team;
- Mature, credible, and comfortable in dealing with senior management, line agencies, public and other stakeholders;



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- Empathic communicator, able to see things from the other person's point of view; and
- Well-presented and business-like.
- Fluency in English and Urdu.

3. METHOD OF RECRUITMENT

Direct Recruitment. Selection will be based on merit and competency.

Application Deadline: 5pm of 30th March 2020.

HOW TO APPLY: Interested candidates meeting the above criteria may apply by sending their CV with a cover letter stating their suitability for the post along with filled job application form and attested copies of educational and experience certificates, CNIC, photograph by email to: hr@transkarachi.pk.

Important note for email submission: Please mention post applied for in the subject line, along with candidate name. Further, we will not accept emails that are more than 3.5 MB in size. If required, segregate your emails to accommodate email data restrictions. For segregated emails please use sequence of emails like Email 1, Email 2 in the subject line. For attachment purposes, please only use MS Word, or PDF format.

Only short listed candidates will be invited for interview. No TA/DA will be admissible for interview

TransKarachi is committed to achieving workforce diversity in terms of gender and culture. Individuals from minority groups, indigenous groups and persons with disabilities are equally encouraged to apply. All applications will be treated with the strictest confidence.