

Business Operations Manager

EPPC Kosovo is recruiting a **Business Operations Manager** for its client, a leading company in the import and distribution of sanitary ware and ceramic products in Kosovo.

Position Description:

The Business Operations manager will be responsible for leading, organizing, and optimizing the company's day-to-day operations across all key departments, including Logistics, Finance, Sales, Marketing, Administration, and Import. This role will work closely with the CEO to implement strategic objectives, standardize company processes, and ensure operational excellence. It is a key position in building a more structured, sustainable, and scalable organization.

Key Responsibilities:

- Oversee and coordinate the activities of all operational departments within the company.
- Design and implement efficient operational processes and policies across the organization.
- Identify organizational bottlenecks, resolve them, and drive continuous improvement initiatives.
- Set departmental performance objectives and monitor their achievement.
- Manage administrative and human resources functions.
- Ensure compliance with company standards, financial policies, and operational procedures.
- Analyze business performance and provide regular reports to the CEO.
- Foster a strong, positive, and accountable work culture.
- Support the company's growth strategy, including business development and market expansion.

Qualifications and competencies required:

- University degree in Business Administration, Management, or other relevant fields.
- Proven experience in operational leadership or similar managerial roles.
- Previous experience in trading, distribution, retail, or import companies is an advantage.
- Strong understanding of business functions, including Sales, Logistics, Human Resources, and Marketing.
- Strong communication and collaboration skills with the management team and other departments.
- Leadership abilities and experience in managing teams.
- Proactive mindset with a high sense of responsibility.
- Computer literacy, good knowledge of MS Office.

Facts and Figures:

Position:	Business Operations Manager.
Location:	Prishtina.
Salary:	Competitive.
Contract:	According to Labor Law of Kosova.
Deadline:	31.05.2025.

How to apply:

To apply for the position, please send your CV and related documents, specifying the position you are applying for "**Business Operations Manager**", to the email address:

kosovo@eppc.al

You will be contacted by EPPC Kosovo only if your CV and supporting documents are qualified by our evaluation team.