

Position Description

Vacancy Title: **General Manager**

Location: **Walu Bay - Suva**

Reports To: **None**

Objective

The General Manager, Newman Pte Limited, guided by objectives and directives established by Board of Directors is accountable for all operational and functional areas of the company including technology deployment and performance, P&L and ensuring customers consistently receive exceptional service. This Position reports to the Group GM Sales & Marketing, CJ Patel & Company Pte Limited.

Outcomes

Organisational Stakeholders

1. Business leadership and strategically focused organisation

- Continual growth of recharge distribution business promoted
 - Daily operations of the organization efficiently managed
 - Business plans to support the company's financial objectives created
 - External Stakeholder management
 - Vendors
 - Mobile service providers
 - Tech support
- Development, implementation and management of strategic market plans ensured
 - direct and matrixed organization around market initiatives aligned
- Achievement of targeted levels of revenues ensured
 - Maximization of market share within stipulated time and budgeted cost.
- Sales teams and key account managers supported in retention of existing clients on an ongoing basis.
 - client needs anticipated and solutions to meet those needs developed
 - Engage in key or targeted customer activities
 - Serve as the escalation point on behalf of the company to customers and the local business community.
- Long-term strategic goals and clear plans defined, developed and implemented
 - Decision upon key investments in equipment, infrastructure, and talent evaluated
 - Excellent working relationships with the respective communities, vendors, contractors, board members, staff, and industry peers and supporters built and maintained

2. Profitability Maximised

- Annual Budgets prepared, managed and met
 - Profitability of individual units ensured by meeting and exceeding performance targets
 - Meet customer profitability targets within the assigned market.
 - Existing network infrastructure and local market knowledge of viable customer segments and competitive situation capitalized
- A cost-effective and practical operating model developed, implemented and maintained
 - Department costs always managed to optimize value for money
 - Capital spending projects evaluated and presented for approval.
 - Market financial statements coordinated and capital spending tracked with the finance department.
 - Cash flow and collections oversight

3. Effective Human Capital Management

- Supervision of and professional guidance to all staff ensured
 - Oversee of sales operations, sales support teams of field planning and financial planning resources.
 - Efforts of both direct reports and matrix ecosystem staff including service delivery managers, regional network planners, billing specialists, accounts receivable, technical support and field operations prioritized
 - Hone a culture of teamwork, performance and service excellence.
 - Field sales force that maximizes profitable revenue growth designed and built
- Direct management of key functional managers and executives in the business unit provided
 - Development of key performance goals for functions and direct reports coordinated
- Training needs and competency gaps of staff assessed and managed in partnership with management and HR Department
- Succession planning across the entity ensured
 - Attract and retain an effective management, sales and support team to enable achievement of the market growth plan, Including the effectual use of inside sales, partner field channels and overlay teams.

4. Statutory and Operationally Compliant Organization

- Procurement, production, marketing, field and technical services and policies established and managed
 - Internal processes improved
- Annual financial audit ensured and confirms full compliance
- Effective management of capital planning and budgeting ensured

5. Well Informed Management

- Timeliness, quality and accuracy of daily, weekly, monthly and quarterly reports ensured
 - Weekly reports to Group General Manager Sales & Distribution
 - Board Paper submitted timely and supports business decision making
 - Monthly KPI Reports and monthly reports to submitted timely and supports business decision making
 - Quarterly management and board meetings
 - Company Operational / Financial Reports submitted timely and supports business decision making
- Ad-hoc information requests by board, management and shareholders, for decision-making purposes, addressed in a timely manner and accuracy of information maintained at all times

6. Safe work environment promoted and ensured at all times

- Work place safety is ensured
 - Communication of Safety, Health and Environment to all team members are on an on-going basis
 - Occupational Health & Safety systems promote zero workplace injury at all times
 - Local environmental regulation is aligned with work place safety on an on-going basis
- Workplace hazards eliminated at all times
 - Systems assist in the identification and elimination of work place hazards on an on-going basis

7. Organisation's image and value standards demonstrated and promoted

- Collaborate with other teams in the organisation for the benefit of the organisation
- Monitor and encourage team members to uphold image and value standards
- Uphold and demonstrate the organisation's image and values

Responsibilities - Key Competencies

Competence	Description
Business	
Business Performance	Manage the performance of the organisation.
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Communication	Exchange information through verbal communication
Customer	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Commercial Focus	Optimize the commercial viability of the organisation.
Relationship Building	Build beneficial relationships with suppliers and stakeholders.
People	
Leadership	Utilise a leadership position to influence people and events and to increase performance.
Problem Solving	Develop practical solutions to a situation.

Qualifications

Qualification	Discipline	Notes
Preferred		
Degree	Business and Management, Commerce, Operations Management	
Desirable		
Masters Degree	Business Administration	

Work Knowledge and Experience

At least of 6 – 8 years' experience in a senior management role in telecommunication industry (similar capacity)

Proven leadership abilities, excellent communication and negotiation skills and a strategic thinker

Proven ability to develop and maintain financial plans

Sales and customer service focused

Good Interpersonal skills and ability to work closely with external stakeholders including Mobile Service providers(Vodafone) and retails outlets.

Requirements

Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments
Internal		
	Chief Executive Officer	
	Board of Directors	
External		
	External Auditors	
	Stakeholders	
	Statutory Authorities	

Attributes

Behavioural Styles

Accountable	Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
Achiever	Puts in effort to achieve a desired result or goal and is motivated by this end and the overall accomplishment.
Enthusiastic	Shows high levels of excitement and interest, and expresses positive feelings.
Reliable	Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.

Interpersonal Styles

Objective	Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.
Self-sufficient and assured	Readily copes with situations without recourse/need of others, showing confidence and belief in oneself and one's own abilities.

Thinking Styles

Analytic	Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.
Decisive	Reaches conclusions, promptly and firmly.

How To Apply

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Contact for Enquiries

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Further Contact Information: --

Closing Date: 27 Jun 2025