

DIRECTOR OF OPERATIONS AND ADMINISTRATION. MANILA, PHILIPPINES (THE)

We are seeking an experienced professional to lead the growth and operational excellence of our Global Service Center (GSC) in Manila, the Philippines. The role of **Director of Operations and Administration** involves steering the site's management team, driving operational process improvements, and ensuring alignment with organizational goals and performance standards. The successful candidate will play a key role in managing budget and partner relationships, and champion initiatives that enhance service quality, efficiency, and employer branding.

ASG Global Services Philippines Inc. is part of Avia Solutions Group (ASG) – the leading aviation business group, operating across all continents with offices in Ireland, USA, Asia Pacific, UAE, Lithuania, South Africa, and Australia. Backed by 14,000 highly skilled aviation professionals, the group is the largest global ACMI (Aircraft, Crew, Maintenance, and Insurance) provider, operating a fleet of over 200 aircraft. The group also provides various aviation services such as MRO (Maintenance, Repair, and Overhaul), pilot and crew training, ground handling, and other interconnected solutions.

Responsibilities:

- Ensure robust planning and execution for the center's growth, adhering to organizational demands and strategic goals.
- Lead the site management team, ensuring all members effectively fulfill their roles and responsibilities.
- Build a strong employer brand for the center (in Manila and within the global ASG organization), including partnering with educational institutions to attract junior talents.
- Identify and implement process improvements to enhance efficiency and service quality.
- Manage the budget for GSC operations and continuous development.
- Monitor financial performance and implement cost control measures as needed.
- Ensure that all operations comply with relevant local and international laws and regulations.
- Handle the signing and management of contracts, mainly for internal clients.
- Regularly report on the center's progress and performance to senior management.
- Set up key performance indicators (KPIs) to measure the effectiveness and efficiency of the GSC.
- Ensure compliance with ASG group policies, processes, and tools to uphold operational integrity.
- Oversee the integration of technology and digital solutions to enable flawless cross-country cooperation and operational deliveries.
- Manage relationships with external vendors and partners critical to the GSC's operations.

Experience and Qualifications:

- Previous managerial experience in multi-functional service centers within international organizations. Being part of the site management team would be considered an advantage.
- Demonstrated ability translate strategy into actionable plans and effectively execute them, with the capacity to manage day-to-day site operations.
- Overall competence to prioritize, manage time, and deliver high-quality outcomes efficiently.

- Experience in financial management and contract administration, including negotiation and compliance.
- Strong organizational and people management skills, with the ability to thrive in a dynamic environment.
- Proven experience in successfully managing changes and/ or organizational transformations.
- Excellent stakeholder management and communication skills, with the ability to effectively engage with senior management and operational staff, and coordinate across various functional teams.
- Experience in process development and control, a demonstrated commitment to continuous operational improvement.
- Experience with PEZA registration and compliance would be considered an advantage.
- A university degree in Business, Legal, Finance, Engineering, or similar.

What we offer:

- Be part of a thriving, international, and fast-evolving business aviation community.
- Advance your career in a rewarding and challenging role within the aviation service sector.
- Enjoy a flexible work culture alongside engaged, diverse, and globally connected teams.
- Be recognized for your contributions through competitive compensation and comprehensive employee benefits.

Avia Solutions Group, the world's largest ACMI (Aircraft, Crew, Maintenance, and Insurance) provider, operates a fleet of 221 aircraft on 6 continents. Supported by 14,000 professionals, the group is the parent company to over 250+ subsidiaries including SmartLynx Airlines, Avion Express, BBN Indonesia Airlines, and KlasJet. The group also provides a range of aviation services: MRO (Maintenance, Repair, and Overhaul), pilot and crew training, ground handling, as well as a variety of associated aviation.