

JOB DESCRIPTION

Role: Senior Operations Manager
Reports to: MD, SEA & Oceania
Location: Malaysia

Responsibilities

- **Staff management:** Plan and steer resources and capacities efficiently for all internal departments including Project, Service Delivery, Business Development, Finance and in line with business pipeline and requirements to ensure hire sufficient team and resources locally
- **Legal compliance:** Ensure the business/service model execution locally is in line with the local law
- Provide guidance to staff with regard to performance expected and establish smart targets and key performance indicators in line with the district and company strategy
- Conduct regular performance reviews together with functional leaders in order to evaluate performance and results, recognize strengths and weaknesses among staff members and initiate training measures to support skills development and succession planning
- Promote cross-functional cooperation and information flow with other department/country
- Liaise with clients to formulate HR strategic and practical plans to address HR matters, where necessary
- Ensure timely closing and delivery of all accounting relevant information to Finance teams
- Review, plan, forecast annual budget against country's P&L, create action plan accordingly
- Active sales development of top customers within Malaysia, based on our available products
- Continuously analyse competitor activities, local industry trends and attend local industry-related functions
- Performs the role of Account Director for specific regional strategic clients

Technical Skills and Competencies

- Bachelor's degree in relevant field from reputable university
- 10 years' working experience in HR/Business leadership role, at least 5 years in senior management position in relevant industries
- Hands-on management style is a must
- Strong commercial sense, business selling, leadership and maturity
- Excellent interpersonal and functional technical skills
- Business fluent in English and Chinese, both in verbal and written

Useful links

- Website: www.biposervice.com
- Facebook: <https://www.facebook.com/biposvc>
- LinkedIn: <https://www.linkedin.com/company/bipo-svc/>

To apply for this role, please contact asean.hr@biposervice.com



About BIPO

At BIPO, our passion for technology and innovation empowers businesses across the globe with increased efficiency and convenience.

Our enterprise-ready **HR Management System (HRMS)** platform automates HR processes, simplifies workflows, and delivers actionable insights to build the best Employee Experience. Complemented by our **payroll outsourcing solutions** and **global PEO services**, we support businesses to manage today's global workforce.

We are better connected to support your payroll and people solutions needs through a global network of 27+ offices, four R&D centers, and business partners across 100+ countries.

Our products & services

- HR Management System (HRMS)
- Global Payroll and HR outsourcing
- Professional Employer Organisation (PEO)