POSITION ADVERTISEMENT: OPERATIONS MANAGER

This position advert is for Internal and external candidates.

Closing date for applications:16 April 2026.

KTVR seeks to employ a seasoned, ethical and inspiring Operations Manager to ensure the business runs efficiently by overseeing daily activities, managing resources, and optimizing processes.

This role is offered on a project-based VOC contract to support interim transitional requirements

Preference will be given to suitably qualified Applicants who are members of the designated groups in line with the Employment Equity Plan and Targets of KTVR Bus Service.

Candidates interested in applying for this position must submit their CVs', certified copies of their qualifications, together with the covering letter to: **moiponem@ktvr.co.za.**
It is the responsibility of every applicant to ensure that the **KTVR Bus Service** has received the application before the closing date of the advertisement.

Note: if you have not been contacted within 30 days of the closing date of this advertisement, please consider your application unsuccessful.

Any questions regarding the application or recruitment process must be sent in writing to **Ms Moipone Makhanya e-mail: moiponem@ktvr.co.za**

COMPANY PROFILE

KTVR Bus Service is a company established by Ekurhuleni Taxi Industry for the purpose of providing and operating the Bus Rapid Transit (BRT) services which is known as the "Harambee" system for Phase 1A in Ekurhuleni.

GENERIC INFORMATION OF THE POSITION	
1. JOB TITLE	Operations Manager
2. REPORTING LINE	Head of Operations and Technical
3. LOCATION / CENTRE	KTVR Depot, 2 Brons Crescent, Gauteng Commercial Park, Clayville Ext 2
4. SALARY SCALE	CTC R773 905 to R967 381
5. START DATE	As soon as possible
6. EMPLOYMENT TYPE	Project based

JOB DETAILS

Primary Purpose of Job

- Process Optimization
- Resource & Budget Management
- Quality & Delivery Control
- Strategic Execution
- Team Leadership

POSITION REQUIREMENTS

Qualifications	**Experience**
• Three (3) Year Business Management or relevant qualification • Tertiary qualification in Transport Management/Logistics is preferred • PC Literacy	• Ten (10) years' experience in Operations of which five (5) must be at management level.

KEY PERFORMANCE AREAS AND JOB DESCRIPTION

- Plan, organise, direct, delegate, control and monitor all aspects of depot operations

- Engage with internal and external stakeholders such as City of Ekurhuleni (CoE), Busmark, etc on a regular basis to report on the general state of the operations and any other issues that may be identified on an ongoing basis.
- Manage SLA's and participate in relevant Supply Chain processes.
- Check the general state and synergies of bus schedules and dispatch in order to suggest possible solutions and/or improvements to the service.
- Liaise with Supervisors on a daily basis to ensure that all accidents/damages or health hazards are reported immediately and in line with the policies.
- Resolve complex queries escalated by Line Supervisors.
- Engage with Security Company and Supervisors to ensure that the depot and movable assets are secure at night.
- Manage the bus operations objectives through communication, surveys and monitoring performance to ensure correct service delivery.
- Manage costs and productivity within the operation to ensure that operating efficiency and cost effectiveness are met. E.g. Reduction of operating cost per bus, improved accuracy of data pertaining to number of passengers and revenue collected, etc.
- Consolidate and customize all reports in line with the specific target audience such as the CoE, COO and other external stakeholders that may request the information from time to time.
- Work with the COO on the Operations budget allocated to ensure that it is aligned to the current operational needs.
- Identify opportunities and risks within the operation that may impact the operation and ability to deliver commitments.
- Manage people's performance and growth.
- Direct and harness the efforts of depot staff through communication and team building initiatives.
- Issue directions in any emergency or unexpected situation that arise from time to time.
- Supervise Transport Officers and Foreman Mechanic.
- Implement operational strategy, policies and procedures to ensure compliance laws/regulations.
- Maintain a physical presence to monitor work outcomes.
- Ensure that all relevant test are administered to people/staff.
- Reconcile depot stocks on a daily basis.
- Managing all processes at the bus depot.
- Perform incident investigation activities.
- Promote Risk awareness by participating actively in the Risk Committee and work-shopping Operations staff on risk.

KNOWLEDGE AND SKILLS

- Knowledge of routing and local area (Ekurhuleni Metro) streets and routes
- Excellent verbal and written communication
- Problem Solving
- Operations Analysis
- Attention to Detail
- Mathematical ability
- Multi-tasking
- Organizing and Time Management
- People Management
- Negotiating
- Ability to work in a unionized environment

- Social Perceptiveness
- Transportation Regulations