



## CHIEF OPERATING OFFICER (COO)

### JOB SUMMARY

The Chief Operating Officer (COO) is accountable for leading and managing the operations of the organization to deliver the targeted Return on Investment (ROI) by effectively managing Damus' assets to deliver quality and value to the client and a fair return for the organization. This will be facilitated through the strategic coordination of project execution and the related services, and effective stakeholder management to meet Customer Satisfaction expectations. The role leads Engineers, Project Managers, and monitors sub-contractors to ensure compliance with contractual, code, statutory, regulatory and customer requirements and specifications.

### KEY DUTIES AND RESPONSIBILITIES

1. In collaboration with the General Manager (GM) and Corporate Services Manager (CSM), supports the definition of the corporate Goals and Targets for the organization using the Damus modified Balanced Scorecard (Safety, Finance, Process, People, Learning).
2. Primarily accountable for the effective utilization of the Company's assets including its facilities, equipment and tools, and most importantly direct and indirect staff assigned to projects.
3. Partner with the Corporate Services Manager (CSM) to achieve favourable results with respect to asset management, sales, profitability, cash flow, systems, reporting and controls.
4. Monitor and evaluate all projects being executed by the organization to ensure commercial and operational efficiency.
5. In collaboration with the GM, CSM and the Manager –Proposals supports the creation of a developmental and continuous improvement plan for the Estimation Process. Supports the development of the approval process including recommended levels of approval of all proposals. Participates in approval of proposals as required or requested.
6. Accountable for the effective execution of project performance management.
7. Together with the GM, ensure Damus facilities and equipment are delivering the targeted ROI.
8. Ensure the effective integration of project execution support in terms of HSSE, QA/QC, HRM, Logistics and Procurement, Special Services, Finance and Administration.
9. Actively participate in the development of proposals as required.,
10. Responsible for the customer service delivery within all project execution activities:
  - (i) Regularly engage clients to monitor delivery.
  - (ii) Establish a relationship with all client stakeholders.
  - (iii)The COO, in conjunction with the GM, the Proposals Manager and relevant functional heads and certain subordinate staff are required to identify, develop and maintain the pipeline of opportunities for the organization.
11. The COO will be expected to directly contribute to the operations in terms of:
  - (i) Estimation planning.
  - (ii) Project Management.
  - (iii)Engineering quality assurance, quality control and risk management.

Key Resource Areas (subject to review and approval of GM):

- (i) BOD approval of transformation / strategic plans within defined timeline(s).
- (ii) BOD approval of Corporate and Functional Goals and Targets within defined timeline(s).
- (iii)KPI's for all reporting managers developed and communicated within defined timeline(s).
- (iv)Revised estimation process within defined timeline(s).
- (v) EBITDA improvement within defined KPI(s).
- (vi)Quality.
- (vii)HSSE and Performance Management Processes.

**Note: The Addendum attached is an essential part of this Job Summary.**

### MINIMUM QUALIFICATIONS & CERTIFICATION

- Bachelor's or Undergraduate Degree.
- PMP/Professional Certification in Project Management.
- MSc. in Engineering Management/Masters in Business Administration/Commerce will be an asset.
- Minimum of twelve (12) years' industry experience in engineering, maintenance or construction.
- Minimum of five (5) years hands on experience and knowledge of planning, scheduling, and managing large projects.
- Minimum of five (5) years' experience managing senior technical roles.

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**ADDENDUM TO YOUR JOB DESCRIPTION – Please read and ensure that you understand the contents of this Addendum as you are required to sign below indicating your understanding and agreement to hold yourself and your direct and indirect reports accountable for conduct that conforms with the standards enshrined in this Addendum.**

**VISION STATEMENT:**

*To be the Caribbean's premier mechanical construction and integrated maintenance services provider by delivering safe, efficient and high quality solutions to our customers.*

**VALUES**

We will continue to be a privately held business strongly rooted in the entrepreneurial spirit and core values that have guided and informed our activities since 1973.

- **Ethics.** We shall conduct our business with transparency, integrity, fairness and personal accountability.
- **Excellence.** We shall demonstrate excellence in the delivery of products and services to our customers and in our interactions with all stakeholders via engagement of competent people, innovation and the application of appropriate technology.
- **Fair Return.** To assure longevity and sustainability of our business, we shall earn a return that is fair to our company and to our customers.
- **Health Safety and the Environment.** We are committed to mitigate the risks associated with our business to assure the well being of all people, other species, the environment and assets. We firmly believe that all accidents can be avoided and will not compromise on our goal of an accident free workplace.
- **Mutual Respect.** All stakeholders shall be treated with respect thus promoting relationships and a culture of openness, empathy, teamwork and trust.
- **Sustainability.** We shall continuously learn from our past, realistically assess our present state and manage our business to deliver profitable results through disciplined planning and committed action.

**HEALTH, SAFETY AND ENVIRONMENTAL RESPONSIBILITIES:**

1. Follows Damus' HSE policies and ensures/promotes a safe working environment applying knowledge of all relevant safety requirements according to Company and Industry standards.
2. Provides information and instructions to subordinates in order to ensure the effective implementation of the Company's HSE management systems.
3. Ensures that all company HSE policies are enforced within the Department.
4. Ensures that all near misses, incidents and accidents within the Department are reported, investigated and analyzed as outlined in the Incident, Reporting, Investigation and Analysis Policy.
5. Take appropriate action to mitigate unsafe acts or conditions.
6. Assists required, in identifying hazards and advising all employees of any potential or actual dangers and how to isolate, prevent or mitigate them.
7. Demonstrates appropriate competencies and safety awareness in using any tools and equipment.
8. Performs and encourages good housekeeping practices.

**CORE BEHAVIOURAL RESPONSIBILITIES**

1. Ensures that personal conduct, behavior and quality of work conform to the Company's Values, Policies, Standard Operating Procedures (SOPs), practices and standards and enforces compliance of same
2. Leads by example and demonstrates a quality focused, positive and disciplined work attitude. Lead and manage subordinates and other relevant personnel through appropriate guidance, instructions and direction as required defining roles, responsibilities and accountabilities for designated group.
3. Organizes work/task to efficiently and effectively use resources (time, materials, money, manpower etc).
4. With discretion uses initiative to find solutions to unexpected situations and problems encountered.
5. Demonstrates flexibility in various work conditions and adjusts when faced with challenging situations.



6. Demonstrates commitment on the job as required through punctuality and reliability, timely execution of decisions and completion of tasks/assignments. Precise in carrying out work and task assignments to achieve the required output.
7. Actively develop direct reports in customer facing technical roles to deliver service excellence, identify business opportunities and strengthen the Company's brand.
8. Promotes and cultivates a culture of coaching, learning and teamwork. Undertake performance planning and appraisal for assigned team members, clarify performance expectations, provide coaching/mentoring, and take required action(s) to address performance problems, competency gaps and career progression consulting with appropriate Management and HR as required.
9. Adopts and demonstrates the attributes of a team player or works independently as required.
10. In collaboration with the HR function, identify and facilitate the developmental needs of subordinate staff.
11. In collaboration with the Board of Directors (B.O.D) and the Senior Management Team as necessary, identify a succession plan for the critical roles supervised to ensure business continuity.
12. Participate as required in the screening and selection of leadership candidates.
13. Upgrades knowledge and competencies as required because of changing work environment and technology; demonstrates willingness to learn outside of current classification.

### **KEY GENERIC COMPETENCIES / REQUIRED KNOWLEDGE**

- Applicable working knowledge of Human Resource Information Systems.
- Working knowledge of the Standard Operating Procedures (SOPs) and Policies of the Company including documentation such as the relevant Collective agreement(s), the Industrial Relations Act and the relevant sections of the OSH Act 2004 as amended 2006.
- Working knowledge of the relevant ISO 9001 Quality Management System/Standards that enables ability to provide appropriate Executive leadership that assures the application and integration of the system/standards in the Company's operating policies and procedures.
- Effective communication skills (oral and written).
- Computer Literacy skills - Microsoft Suite - Intermediate Level - Word and Excel, Other software as applicable to job function.

### **BEHAVIOURAL COMPETENCIES**

(Defined and detailed in Damus' Leadership Competencies Framework)

- Delivering Results through People
- Analytical thinking
- Working with Others
- Leading and Managing
- Learning and Improving
- Health and Safety
- Future Focused
- Verbal and Written Communication

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