

General Manager

Our client is a recognized market leader in the services industry that has earned its recognition through assiduous commitment of resources to core value creation. Their relentless pursuit of innovation has seen the organization attain rapid business growth and recognition with key thought leaders in its field. The organization is charting ahead to further establish its strong brand foothold in the market. They are searching for a dynamic and perceptive leader to continue to uphold the business vision by extrapolating and building upon the core value and assets of the business and to bring it into its next business phase.

Responsibilities

Reporting to the CEO, you will be responsible for the entire operations and performance of the assigned business brand across a chain of service outlets in Singapore and the region.

- You will champion and build the brand positioning and continue to reinforce the already strong foothold of the brandname in the industry. You will build the brand through innovative marketing strategies and collaboration with relevant industry partners.
- Provide strong leadership to the teams in marketing, business development and operations
- Responsible for the financial results and performance of the assigned business unit
- Ensure that the highest standard of customer experience is delivered at all times
- You will spearhead the expansion of new service outlets in Singapore and the region
- You will develop the total business strategy and business plan and drive business results to achieve the desired market positioning.
- Formulate customer engagement programs and initiatives to forge customer loyalty
- You will ensure that the financial and operational resources are optimized which are critical to the success of the business operations.
- Manage the annual operational budget
- Engage with staff and align them to the desired business outcomes through performance management and staff development. This will form part of your operational focus in ensuring that you have a strong team of professionals to support the business.

Prerequisites

- Degree in Business or related field
- Possess strong experience in leading a business unit with focus on operational, marketing and business development
- A strong leader who can motivate and champion positive work values
- Possess strong general management experience from these industries
 - Services (e.g. financial services, education)
 - Retail
 - Hospitality
- Excellent people and communication skills
- Strategic with readiness to be hands-on
- Strong implementation and follow through
- Service minded and able to champion the brand positioning

All applications will be treated with the highest level of confidentiality.