

Job Title: **General Manager (Daughter Agency)**

Reports to: Cluster General Manager (Mother Agency)

Location: Belize City

General Purpose of Position:

The General Manager (Daughter Agency) represents the interests of the Carrier and promotes the image of the Group in his/her area of responsibility. He/She will report to the Cluster General Manager (Mother Agency). He/she will focus on Sales and Customer service activities and represent the Group towards local authorities, institutions. He/she acts as local relay for the Cluster Functional Managers, if required.

The General Manager (Daughter Agency) will also work along and lead a team of people who are responsible for the day-to-day operations of a vessel, generate logistics strategies, create a performance- and safety-driven culture, and ensure a marked increase in performance and customer satisfaction, as well manage the intermodal intelligence for the agency in charge.

Key Responsibilities

- **Financial Forecast & Performance Management**
 - Prepares the financial forecast proposal in collaboration with the Cluster CFO and is responsible for its execution.
- **Business Development**
 - Pilot the commercial activity to achieve targets defined by the Lines.
 - Define the performance target of the commercial team and evaluate it.
 - Develop direct contact with key customers.
 - Detect, perform market watch and suggest solutions to develop business opportunities.
 - Communicate key information regarding business opportunities to Cluster General Manager, HO and RO.
 - When required by local regulation, represent the Group towards local authorities, government bodies (level 1 Day to Day management).
- **Organization & Process**
 - Support the implementation of the Cluster organization in the Daughter Agency.
 - Inform the Cluster GM and Cluster Functional Managers regarding any regulatory change that could impact the Group activities and/or processes.
 - Be a local relay for the Cluster Functional Managers in case of dysfunction.
- **Human Resources Management**
 - Manage local workforce in compliance with local labor & social regulations as well as Group HR policy (presence, schedules, etc.).
 - Manage local team leaves in coordination with Cluster Functional Managers.
 - Suggest individual salary increases and bonuses.
- **Internal Control, Audit & Fraud**
 - Is accountable for the implementation of Internal Audit recommendations for his/her scope of responsibility.
 - Duly communicate and coordinate with Cluster General Manager to report any fraud suspicion to the relevant HO Departments.
- **Logistics**
 - To oversee the logistics personnel ensuring the effective management of CMA CGM's equipment.
 - To oversee the agency's empties by ensuring an up-to-date status report is provided.

- Ensure that equipment control reports are prepared to Head Office and Regional Office.
- Ensure that maintenance of repairs.
- Ensure that empty container releases of export containers are updated in the system.
- Responsible for contract management of all logistics operations.
- Coordinate container on hire / off hire / sublease / sales.
- Provide evidence for 2nd Approval on empty storage & transport costs, if required.
- Manage Reuse / Street turn & Seal Stock.
- Manage depot service sourcing & procurement.
- Implement pick up drop off policy and invoicing.
- **Operations**
 - Supervise, manage and develop ship operations in the area.
 - Ensure the performance of operational activities and oversee associated cost control in the interest of the Owner.
 - Monitor all statements, the quality of service and manage needs on board.
 - Responsible for CMA CGM's operations in Costa Rica and Central America, namely for liaising between charterers and vessels, follow up and close out of operational matters.
 - Ensure to liaise with Agency Head Offices, Regional Offices and Line management to ensure instructions, plans and procedures are carried out.
 - Ensure that relationships with Port, Customs Authorities and other service providers are developed.
 - Report on operational activities, issues, plans and performance to Cluster Functional Manager and General Management.
 - Liaise with departmental managers to ensure the smooth and timely arrival, operations and departure of vessels.
 - Liaise with logistics department to ensure the timely reporting of equipment activities, maintenance and repairs and adequacy of stock.
 - Follow vessel operations, provide special cargo documentation to the vessel.
 - Follow, order and coordinate services (husbandry & stevedoring including bunkering and departure).
 - Generate reports using PRS.
 - Coordinate vessel sailing.
 - Alert Regional Ops and Lines if incident.
- **Intermodal**
 - Check and accompany on volumes Carrier Haulage at all ports in Costa Rica and daughter agencies' countries (imports and exports).
 - Safeguard that all staff abide to the SOPs in place.
 - Ensure that all HO regulations are followed in accordance with the local regulations to avoid contradictions (i.e. Military cargo).
 - Monitor all existing bonds to guarantee that they are still applicable for handled volumes.
 - Arrange the supplier's contracts to be signed and filled for entire cluster in coordination with RO/HO.
 - Conduct all needed departmental negotiations with the involved service providers at the cluster in coordination with Regional Office and Head Office.
 - Ensure that all extra costs are fully recovered either from customer or the supplier depending on the case.
 - Access performance from service providers and report inconsistencies if any.
 - Promote Carrier Haulage conversion inside the cluster.
 - Ensure existence of an up-to-date market ID for the cluster.
 - Price all Carrier Haulage shipments in accordance with the guidelines/margins instructed by Regional Office/HO.

- Guarantee commercial developments– new products and opportunities as well as within the mother and daughter countries.
- Establish and ensure that the Intermodal Budget for the cluster is created and met.

Job Requirements

Education & Experience Requirements:

- Bachelor’s degree in business administration, Logistics, Supply Chain Management, Maritime Studies, International Trade, or a related field.
- At least 5–7 years in a senior leadership or general management role, preferably within a global logistics, shipping, or freight forwarding company.

Technical & Soft Skills Requirements:

- Familiarity with logistics the MS Office Suite (Word, Excel, PowerPoint), management systems, vessel tracking software, and ERP solutions (e.g., SAP, PRS, or similar).
- Must have a good working knowledge of English (reading, writing, speaking); knowledge of Spanish is a plus.
- Experience with budget management, forecasting, cost control and financial reporting.
- Strong understanding of maritime, logistics, shipping, and intermodal transport.
- Ability to handle operational disruptions, incidents, and fraud prevention.
- Capable of making high-impact decisions under pressure.
- Competent problem-solving skills to quickly identify challenges and implement effective solutions.
- Ability to build and maintain strong relationships with key customers.