Global Dairy Trade (GDT) is Hiring: Business Operations Manager

About GDT

Global Dairy Trade (GDT) is the world's leading trading platform for core dairy products and supports efficient dairy derivative trading.

We operate on a worldwide scale with buyer/seller customers and stakeholders spread across more than 70 countries with different interests, languages, cultures and time zones, trading USD 2-3 billion annually.

- Join an innovative, forward thinking global business.
- Extend your creativity and make your mark known.
- Flexible, supportive, and international teams.

About the opportunity

We are on the hunt for an operations superstar to join our existing GDT Operations Team as a Business Operations Manager based in Europe.

As a direct report to the Chief Operating Officer, you will be responsible for overseeing our GDT Auctions, ensuring seamless operations and adherence to our high-quality standards.

You will play a crucial role in coordinating activities before and after Trading Events, while actively contributing to the growth and advancement of the platform. Your primary responsibilities will involve facilitating effective communication between sellers and buyers, guaranteeing that trading activities fulfil the expectations of all participants.

In this position, you will support our European based customers, oversee the GDT Events Helpdesk Team and deliver customer support during auctions.

The main responsibilities of this role include:

- Serving as a primary point of contact for our online platform and phone-based customer support for both buyers and sellers.
- Guaranteeing complete accuracy across all GDT operational endeavours. This means ensuring data within GDT systems is both precise and relevant, sticking to all business process schedules around Trading Events, and addressing any data-related inconsistencies or gaps.
- Reviewing, reporting, and maintaining the utmost data integrity and addressing and rectifying any disparities as they emerge.
- Streamlining the induction process for either new sellers or product additions, which involves coaching and assisting them with the operational workflow.
- Lending operational backup to the GDT Lead Team by aiding with occasional reports and tasks.
- Engaging actively in several business enhancement initiatives.

About you

With excellent communication skills, you can build strong relationships with internal and external stakeholders from different cultural backgrounds. You are a highly motivated individual that is excited to work in a role with a global perspective and can understand complex concepts.

Qualifications & Experience:

We are seeking candidates based on their skills and competencies. While a background in data operations, trading, finance, compliance, legal, planning, or operations can be beneficial, what's paramount is a strong drive and a results-oriented mindset.

- Experience in commodity or exchange operations, or online auction processes.
- A naturally strong attention to detail and process focus.
- The ability to develop sound and credible relationships with buyers & sellers across the globe.
- Applicants must have native-level proficiency in English and German. Other languages would be a plus.
- Strong problem solving, critical & strategic thinking skills.
- A Tertiary education in Commerce, Finance, Economics or Engineering would be an advantage but is not essential.

This is an incredible opportunity to join a small, high performing and agile team. If you consider yourself a strong communicator, with an analytical focus and the ability to work autonomously, then this role could be the platform for your future success.

Are you up for the challenge? Apply at your earliest convenience including a Cover Letter and CV with your application.

Applications close 31 December 2023 (*but may close earlier, dependent on applicant responses*)

For more information and a full Position Description, please email careers@globaldairytrade.com