Role Title: Operations Associate | Field & Hubs

Location: Lagos, Nigeria
Contract term: Full-time
Work Structure: Onsite across multiple locations, Monday - Saturday

About Scrapays

Scrapays is on a mission to revolutionize waste management by creating value through recycling and empowering individuals and businesses. Our Operations Team is the backbone of this mission, ensuring seamless coordination and execution of logistics and operational activities. By joining this team, you'll play a key role in making sure collected recyclables get where they need to go efficiently and on time.

Role Summary

The Operations Team is responsible for overseeing and coordinating the day-to-day operations of Scrapays' processing hubs, ensuring that all facilities operate safely, efficiently, and consistently. This role provides operational leadership across four factories, managing production, inventory, warehouse activities, logistics, and people while implementing standardized systems and processes that improve productivity, quality, and cost efficiency.

The team ensures operational targets are met, material movement is well coordinated, inventory remains accurate, and teams are equipped to deliver excellent operational performance.

Core Responsibilities

1. **Operations Management**
    - Lead and coordinate daily operations across Scrapays' processing hubs, collection points, and operational facilities.
    - Ensure all facilities operate consistently in line with approved operational standards, procedures, and performance targets.
    - Develop, implement, and continuously improve operational systems, processes, and best practices.
    - Monitor operational performance, identify bottlenecks, and implement timely corrective actions.
    - Ensure operations are carried out efficiently, cost-effectively, and to the required quality standards.
    - Prepare regular operational reports and provide performance updates and recommendations to management.

2. **Collection & Logistics Operations**
    - Oversee daily scrap collection activities across assigned zones, agent locations, enterprise sites, and other collection points.
    - Coordinate pickup schedules and optimize routes, fleet utilization, and transportation costs.
    - Ensure pickup and delivery SLAs are consistently met.
    - Oversee the movement of materials between collection points, warehouses, processing hubs, and customers.
    - Coordinate loading, transportation, and off-loading activities to ensure seamless material movement.

- Monitor active trips, truck utilization, and logistics performance, resolving delays or operational issues promptly.
- Manage third-party logistics providers and transport partners, ensuring service quality, cost efficiency, and accountability.
- Provide drivers and logistics partners with the information and resources required to execute trips successfully.

3. Processing & Production Management

- Oversee end-to-end processing and production activities across all Scrapays processing hubs.
- Monitor production volumes, recovery rates, material gains and losses, and overall process efficiency by material type.
- Supervise sorting, aggregation, storage, and processing activities to ensure quality and operational efficiency.
- Ensure recovered materials are properly categorized, stored, and prepared for offtake.
- Work closely with recycling and offtake partners to ensure consistent and timely movement of processed materials.
- Investigate production issues, identify root causes, and implement preventive and corrective solutions.
- Develop systems and processes that improve productivity while reducing operational waste and material losses.

4. Supply Consistency & Volume Growth

- Drive predictable and sustainable growth in recovery and processing volumes.
- Work closely with the Relationship Management and Growth teams to align customer demand with collection and processing capacity.
- Identify bottlenecks across the recovery pipeline and implement solutions to improve supply consistency.
- Support the assessment and operational planning of potential new facilities and Super Agent locations.
- Recommend appropriate operating models, third-party management procedures, and cost structures for new facilities.

5. Inventory & Warehouse Management

- Maintain accurate inventory records and ensure physical stock remains aligned with system records across all operational locations.
- Oversee stock movements, reconciliations, warehouse organization, and storage efficiency.
- Investigate and promptly resolve inventory discrepancies.
- Ensure accurate tracking of materials from collection through processing, storage, and dispatch.
- Plan inventory requirements and ensure warehouses have the materials and resources needed to support efficient operations.
- Maintain strong inventory controls to prevent operational leakages and losses.

6. Cost & Process Optimization

- Develop and implement strategies to improve productivity, reduce operating costs, and increase efficiency.

- Optimize cost per kilogram collected and processed while maintaining service and quality standards.
- Improve turnaround times from collection through processing and delivery.
- Identify and eliminate operational leakages, inefficiencies, and unnecessary expenditure across time, fuel, materials, and resources.
- Standardize operational procedures across facilities and ensure documentation remains current and effective.
- Drive continuous improvement initiatives across logistics, production, inventory, and field operations.

7. People & Field Team Management

- Recruit, onboard, train, and supervise operational staff, including drivers, collectors, hub staff, supervisors, and other field personnel.
- Assess staffing requirements and ensure adequate workforce capacity across all processing hubs and operational locations.
- Set clear daily, weekly, and monthly performance targets and hold teams accountable for delivery.
- Lead, motivate, coach, and support teams working in a fast-paced and time-sensitive environment.
- Conduct performance reviews and create development plans for direct reports.
- Build a culture of accountability, ownership, teamwork, discipline, and operational excellence.
- Address performance and people-related issues promptly and effectively.

8. Quality, Safety & Compliance

- Ensure safe handling, movement, storage, sorting, and processing of waste and recovered materials.
- Ensure compliance with applicable Health, Safety, and Environmental (HSE) requirements, company policies, and regulatory standards.
- Develop and maintain practical SOPs and quality assurance procedures across operational facilities.
- Conduct regular operational and safety audits and ensure identified gaps are addressed.
- Investigate incidents, implement corrective actions, and establish preventive measures to reduce recurrence.

9. Stakeholder & Cross-Functional Collaboration

- Build and maintain strong working relationships with logistics partners, recycling and offtake partners, processors, and other operational stakeholders.
- Collaborate closely with Relationship Management, Growth, Brand & Marketing, Finance, Sales, Customer Experience, Procurement, and other teams to ensure operational priorities are aligned with business needs.
- Work with internal teams to manage partner expectations and ensure seamless execution of customer and business commitments.
- Support management in strategic operational planning, new facility launches, and business expansion initiatives.

10. Reporting & Performance Management

- Track and report key operational KPIs across collection, logistics, production, inventory, processing, and delivery.

- Maintain accurate records of pickups, deliveries, volumes, stock movements, material losses, and operational issues.
- Provide weekly and monthly operational reports to management.
- Analyze operational data to identify trends, risks, and opportunities for improvement.
- Present actionable recommendations to improve operational performance, efficiency, and profitability.

What We're Really Looking For

This role is ideal for someone who has :

- Bachelor's Degree or Higher National Diploma in relevant business/commercial or manufacturing/engineering degree ie Business Management, Supply Chain Management, Operations Management, Engineering, Manufacturing, Logistics, or a related field is preferred.
- Prior experience working in logistics/supply chain/transportation/warehousing function within a manufacturing environment including but not limited to FMCG, recycling, e-commerce, ride-hailing services with a comprehensive knowledge of logistics processes and procedures.
- Knowledge of organizational effectiveness and operations management.
- Experience managing multiple operational sites or facilities is highly desirable.
- Strong understanding of logistics, warehouse management, inventory control, and production processes.
- Demonstrated experience developing and implementing Standard Operating Procedures (SOPs).
- Strong analytical and reporting skills with the ability to interpret operational data and recommend improvements.
- Experience managing third-party logistics and service providers.
- Good understanding of budgeting, cost control, and operational planning.
- Excellent Microsoft Excel or Google Sheets skills. Experience using ERP, Inventory Management, or Warehouse Management Systems is an added advantage.
- Sound knowledge of Health, Safety, and Environmental (HSE) standards.
- Excellent ability to delegate responsibilities while maintaining organizational control of branch operations and customer service.

Key Performance Indicators (KPIs)

Success in this team will be measured by:

- Achievement of production targets across all factories.
- Inventory accuracy and stock reconciliation.
- Material recovery and processing efficiency.
- Material loss and waste reduction.
- Logistics turnaround time.
- Cost efficiency and operational budget performance.
- Factory uptime and equipment utilization.
- SOP compliance across all facilities.
- Health and Safety compliance.
- Employee productivity and team performance.
- Customer fulfilment and dispatch timelines.
- Continuous improvement initiatives successfully implemented.

Personality for Success

- Takes ownership and demonstrates a high level of accountability.
- Strong leadership presence with the ability to build and manage high-performing teams.
- Excellent communication and interpersonal skills.
- Strong planning, coordination, and organizational abilities.
- Calm under pressure with excellent decision-making skills.
- Highly analytical with strong problem-solving capability.
- Pays close attention to operational details without losing sight of the bigger picture.
- Adaptable and able to thrive in a fast-paced operational environment.
- Driven by continuous improvement and operational excellence.
- Demonstrates integrity, professionalism, and sound judgment.

Why This Team Matters to Us

This team ensures Scrapays is not just a "nice idea" — but a reliable, scalable machine that actually moves waste and creates value.

So, if you're excited about keeping things moving, solving logistical challenges, and making a real impact on waste management, the Operations Team | Field & Hubs at Scrapays is the place for you!

Application Process

To apply

The process: Joining our Operations Team - Operations Associate

1. Operations assessment
2. Personality profiling
3. Final strategic conversation with P&C and Leadership