

JOB DESCRIPTION FOR THE POST OF OPERATIONS MANAGER	
<b>DESIGNATION</b>	Consultant / Operations Manager
<b>EXPERIENCE</b>	03 to 05 years (experience in the field of Operations, preferably in Shipping/logistics/online products)
<b>QUALIFICATION</b>	MBA from a reputed Institute
<b>COMMUNICATION LANGUAGE</b>	English, Hindi & Tamil
<b>LOCATION</b>	Chennai (Must be able to travel 20% of the time across south region)
<b>ROLES &amp; RESPONSIBILITIES</b>	<ul style="list-style-type: none"> <li>➤ To interface with various internal IT, Marketing and Analyst teams and external Client.</li> <li>➤ To work directly with Senior Management on new Stakeholders activations and on research and development of product across the country</li> <li>➤ Responsible for the operations and execution throughout the product lifecycle, including: gathering and prioritizing product and stakeholders.</li> <li>➤ Establish relationships with key internal stakeholders.</li> <li>➤ Able to see the big picture, setup operational strategy, directions and follow up</li> <li>➤ Run daily operations and mitigate risks.</li> <li>➤ To on-board the new stakeholders from time to time.</li> <li>➤ To generate new ideas along with the Product Team.</li> <li>➤ To ensure near zero failures in operation of the portal.</li> <li>➤ Build a roadmap for streamlining of operations of the portal.</li> <li>➤ To assimilate information from various stakeholders and liaise with Product/IT team.</li> <li>➤ Business requirement gathering from the various stakeholders. Work closely with product manager, business partner and business stakeholders in the definition, testing, training, implementation, and support of functional requirements.</li> <li>➤ Ability to drive engineering, support and operations teams in ensuring product delivery.</li> <li>➤ Facilitate conversations and decision making between stakeholders</li> <li>➤ Develop analytics, systems and data management capabilities, including metrics and reports</li> <li>➤ Coordinate with the Software Development and Product Team with regards to the IT deliveries.</li> </ul>
<b>SKILLS REQUIRED</b>	<ul style="list-style-type: none"> <li>➤ Understanding of the Indian shipping and Logistics Industry.</li> <li>➤ Excellent project planning, change and time management capabilities.</li> <li>➤ Positive, pro-active attitude with a will to deliver quickly, adhering to tight deadlines and excellent analytical skills to analyse and fix problems quickly.</li> </ul>

	<ul style="list-style-type: none"> <li>➤ Technical background preferred not necessary, with experience in IT.</li> <li>➤ Strong communication, inter-personal skills &amp; Strong presentation skills.</li> <li>➤ Motivated self--starter with the ability to learn and adapt</li> <li>➤ Must have strong writing skills. Writing sample will be required</li> <li>➤ Should have a good grasp of software analytics.</li> <li>➤ Excellent teamwork skills.</li> </ul>
<p><b>DESIRED SKILLS</b></p>	<ul style="list-style-type: none"> <li>➤ Act as a leader within the company.</li> <li>➤ Must have entrepreneurial approach.</li> <li>➤ Exceptional leadership qualities - team and people skills</li> </ul>