

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

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