# JOB DESCRIPTION FOR ASSISTANT MANAGER - OPERATIONS

<table>
<thead>
<tr>
<th>Designation</th>
<th>Assistant Manager - Operations</th>
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</thead>
<tbody>
<tr>
<td>Experience</td>
<td>01 year</td>
</tr>
<tr>
<td>Qualification</td>
<td>MBA, Grad</td>
</tr>
<tr>
<td>Location</td>
<td>Mumbai, open to relocate to Mumbai post Covid</td>
</tr>
<tr>
<td>Gender</td>
<td>Any</td>
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</tbody>
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## Skills Required
- The Business Operations will be required to interface with various internal IT, Marketing and Analyst teams as well as with external Client teams.
- Business Operations will also be expected to work directly with Management on new Stakeholders Activations as well as on research and development of product across the country.
- The person is responsible for the operations and execution throughout the product lifecycle, including: gathering and prioritizing product and stakeholders requirements along with Product Manager.
- Establish relationships with key internal stakeholders like to deliver the right results to the end customer.
- Able to see the big picture, setup operational strategy, directions and follow up.
- Run daily operations and mitigate risks.
- To manage the team 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 and Manage relationships with stakeholders.
- Ensure that the Operations team is motivated to perform the role designated.
- Build a roadmap for streamlining of operations of the portal.
- To assimilate huge amounts of information from various stakeholders and liase 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.
- Develop and / or participate in the development of the operations strategy for the organization.

## Roles & Responsibilities
- Define the operations strategy and roadmap along with the senior management.
- Deliver documents with prioritized features and corresponding justification.
- Work with external third parties to assess partnerships and licensing opportunities.
- Run beta and pilot programs with early-stage products and samples.
- Be an expert with respect to the competition.
- Act as a leader within the company.
- Coordinate with the Software Development and Product Team with regards to the IT deliveries.
- The candidate must have entrepreneurial approach and drive to achieve goals.
- Must be analytically driven and data focused, and have a strategic outlook.
- Exceptional leadership qualities - team and people skills.
- Minimum of 1 year's experience in the field of Operations, preferably in Shipping or EXIM or Logistics.
- Understanding of the Indian shipping and Logistics Industry or ability to learn quickly.
- Excellent project planning, change and time management capabilities.
- Very hands-on and keen eye for detail with ability to present business and technical issues, ideas, and recommendations clearly in verbal, written and presentation formats.
- Positive, pro-active attitude with a will to deliver quickly, adhering to tight deadlines and excellent analytical skills to analyse and fix problems quickly.
- MBA from a reputed Institute.
- Technical background preferred not necessary, with experience in IT.
- Strong communication and inter-personal skills; ability to work across teams with geographically remote team members.
- Motivated self-starter with the ability to learn and adapt.
- Must have strong writing skills. Writing sample will be required.
- Exhibit positive approach in a fast changing environment.
- Strong presentation skills that can keep large audiences engaged.
- Should have a good grasp of software analytics and which metrics matter for the business.
- Excellent teamwork skills.
- Proven ability to influence cross-functional teams without formal authority.
- Must be able to travel 20% of the time.