

# Operations & Strategy Intern Job Description

## ABOUT NOVARYD:

NovaRyd is building India's first low-cost, fully electric auto-rickshaw ride-hailing network. By pairing low fares with on-vehicle advertising and hourly wages for drivers, we deliver affordable, climate-positive mobility for everyone.

## LOCATION:

Remote—first with **2–5-day field trips to Mumbai** for pilot visits, team syncs and stakeholder meetings. Preference for candidates already in/near Mumbai, but exceptional remote applicants welcome. Post probation, the intern will have an opportunity to either part ways or transition to a full time position (subject to the company's financial growth). For full time positions, candidates will be required to be based in Mumbai. However, for specific roles that do not require a physical presence, virtual options will be given.

## DURATION:

The internship duration is supposed to be between 3-6 months which will also serve as a probationary period to allow both the interns and the company to assess each other's suitability.

## WHY THIS ROLE MATTERS:

Our pilot launches soon, flawless execution, tight processes and a strong team culture are mission-critical. You'll work directly with the founders to turn strategy into daily action, optimize workflows and help lay the foundations for a scale-ready organisation.

## KEY RESPONSIBILITIES:

Core Focus	What You'll Do
<b>Pilot Execution</b>	<ul style="list-style-type: none"><li>• Coordinate daily pilot operations (fleet dispatch, charging, rider support)</li><li>• Track KPIs; surface insights in concise weekly reports</li><li>• Own first-line rider/driver support; triage complaints, meet SLA targets and feed insights to Product &amp; Tech</li></ul>
<b>Processes &amp; SOPs</b>	<ul style="list-style-type: none"><li>• Map end-to-end workflows, spot bottlenecks, draft/iterate SOPs</li><li>• Drive small experiments to improve speed, quality and cost</li><li>• Coordinate quarterly ESG and safety audits; close findings with corrective SOP updates</li></ul>
<b>Vendor &amp; Partner Management</b>	<ul style="list-style-type: none"><li>• Liaise with OEMs, charging-station operators, insurers and government bodies</li><li>• Maintain tracker of SLAs, permits and licence compliance</li></ul>
<b>Strategic Support</b>	<ul style="list-style-type: none"><li>• Build quick-turn models (capacity, route density, unit costs) to inform decisions</li></ul>

	<ul style="list-style-type: none"> <li>• Prepare slides/briefs for investor and board updates</li> </ul>
<b>HR &amp; Admin</b>	<ul style="list-style-type: none"> <li>• Own intern/employee hiring funnel: posting, shortlisting, scheduling, feedback</li> <li>• Maintain records, draft basic contracts/NDAs</li> <li>• Help nurture a transparent, high-trust internal culture</li> </ul>
<b>Customer Service &amp; Issue Resolution</b>	<ul style="list-style-type: none"> <li>• Monitor rider/driver support channels and resolve complaints</li> <li>• Escalate critical tickets and loop insights back to Product &amp; Tech for continuous improvement.</li> </ul>

**Reality check:** We're an early-stage startup, expect to wear multiple hats, jump on urgent tasks and learn at startup speed.

### YOU'RE A GREAT FIT IF YOU...

- Are a recent graduate / final-year student (20–25 yrs preferred) available **30–40 hrs per week**
- Love solving messy, real-world problems and thrive in ambiguous environments
- Have solid analytical chops (Excel/Sheets a must; SQL/BI tools a plus)
- Communicate crisply in English (Hindi/Marathi bonus) and build rapport fast
- Can travel to Mumbai for short stints when required
- Bring a “figure-it-out” mindset, high ownership and a sense of humour when chargers trip at 2 a.m.

*Nice-to-haves:* exposure to logistics/fleet ops, basic HR knowledge, familiarity with Notion/Airtable, interest in climate tech or social impact.

### WHAT WE OFFER:

- **Stipend:** ₹5,000 – 12,000 / month (based on skills & experience)
- Sponsored online learning (courses, certifications, books)
- Direct mentorship from the founding team and early visibility to investors
- Internship certificate, strong letter of recommendation, and priority for future full-time roles
- ESOP consideration after the 3-6 month probation if converted to FTE
- Ownership of high-impact projects that shape India's next mobility wave

### APPLICATION PROCESS & TIMELINE :

1. **Apply** via keshav@novaryd.com with:
  - CV (PDF)
  - 200-word note on **one process you improved and the measurable impact**
2. **Intro call** (20 min) – culture & motivation
3. **Presentation round** – brief presentation on project relevant to pilot ops
4. **Final interview** with founders – deep dive + Q&A
5. **Offer** within 10 days of task submission

Target start: **late August 2025**

NovaRyd is an equal-opportunity employer. We celebrate diversity and are committed to an inclusive environment for all teammates.