

Job Title: Support Executive

Location: Mumbai

Company: Culinary Compass

About Us

Culinary Compass is a consulting company that helps restaurant brands grow and succeed on online ordering platforms like Zomato and Swiggy. We partner with food & beverage businesses to optimize their product quality, operations, and digital strategy, ensuring long-term and sustainable growth. Our approach combines data-driven insights with deep industry expertise to unlock the full potential of restaurant brands.

Role Overview

We are looking for a detail-oriented and responsible Support Executive to assist in day-to-day operational activities. This role is critical in ensuring smooth onboarding, menu quality checks, POS updates, and accurate execution across delivery platforms.

Key Responsibilities

- Support the onboarding process of new brands/outlets on Swiggy, Zomato, and other platforms.
- Conduct regular menu quality checks (QC) to ensure accuracy and consistency across platforms.
- Handle POS updates, item availability, pricing, and offer configurations.
- Coordinate with internal teams and platform partners for issue resolution.
- Maintain operational trackers, reports, and documentation.
- Provide timely updates to the Key Account Managers and internal stakeholders.

Requirements

- Bachelor's degree in Business, Commerce, or related field.
- 0–1 years of experience in operations, support, or account coordination roles.
- Basic understanding of food delivery platforms (Swiggy/Zomato)
- Proficiency in Excel/Google Sheets and ability to manage reports and trackers.
- Strong attention to detail and ability to multitask in a fast-paced environment.
- Excellent communication and coordination skills.