

Job Notification Form, IIT Delhi

Company Overview

Name:	Amazon
Website:	https://www.aboutamazon.com/
Company Type:	Information Technology
Description:	Amazon is guided by four principles: customer obsession rather than competitor focus, passion for invention, commitment to operational excellence, and long-term thinking. Amazon strives to be Earth's most customer-centric company, Earth's best employer, and Earth's safest place to work. Customer reviews, 1-Click shopping, personalized recommendations, Prime, Fulfillment by Amazon, AWS, Kindle Direct Publishing, Kindle, Career Choice, Fire tablets, Fire TV, Amazon Echo, Alexa, Just Walk Out technology, Amazon Studios, and The Climate Pledge are some of the things pioneered by Amazon.

Job Details

Designation:	Operations I Manager
Type:	Other (Operations)
Place of Posting:	PAN INDIA
Job Details:	<p>ABOUT AMAZON</p> <p>"Many of the problems we face have no textbook solution, and so we happily-invent new ones." – Jeff Bezos</p> <p>Amazon – a place where builders can build. We hire the world's brightest minds and offer them an environment in which they can invent and innovate to improve the experience for our customers. A Fortune 100 company based in Seattle, Washington, Amazon is the global leader in e-commerce. Amazon offers everything from books and electronics to apparel and diamond jewelry. We operate sites in Australia, Brazil, Canada, China, France, Germany, India, Italy, Japan, Mexico, Netherlands, Spain, United Kingdom and United States, and maintain dozens of fulfillment centers around the world which encompass more than 26 million square feet.</p> <p>ABOUT AMAZON OPERATIONS</p> <p>Amazon Operations is the underlying fulfillment and customer service engine that ensures Amazon creates a consistent, world-class customer experience every time. Amazon India Operations primarily consist of Inventory planning & supply chain, warehouse management, transportation, third party seller order fulfillment, customer returns & customer service. The tasks handled by operations have a direct impact on customer experience with Amazon.in. Amazon India Operations offer opportunities where you can dive right in, work with smart people on challenging problems and make an impact that contributes to the lives of millions.</p> <p>ABOUT OPERATIONS I MANAGER ROLE</p> <p>As an Operations I Manager, you will work with the Leadership team (Pan India) to improve existing systems or processes, and reduce defects to serve Amazon's customers better. You will be required to analyze data, interact with cross functional teams, recommend and pilot improvements that will help us serve our customers better, in line with our goal to be the Earth's Most Customer Centric</p>

Company.

Within Operations I Manager job family, you'll be offered one of the key roles in operations: area manager, operations manager or station manager depending on business needs.

We are looking for high-potential, flexible, innovative, and forward thinking professionals to join our India operations team. Are you ready to drive high-visibility, strategic, revenue generating projects as well as leverage Lean methodologies to lead operational process improvement initiatives? Are you willing to "roll up your sleeves" and get into the details that make Operations world class?

PREFERRED QUALIFICATIONS

Excel skills with experience handling Macros/Look-ups

Course work related to supply chain management, production planning, and control

Basic knowledge of Kaizen and LEAN methodology techniques

Solid organizational and project-management skills

DEMONSTRATED ABILITIES

Sense of ownership

Excellent analytical skills

Ability to summarize and communicate important data

Desire to learn complex processes and systems

Commitment to long-term career development through multiple assignments in India Operations

Ability to collaborate with large work groups and demonstrate ability to lead the team

Ability to lead a team of associates with support from seasoned managers

Open to work in shifts, including weekends, in an operational 24x7, 365 days environment

Willing to relocate, as per business need

ADDITIONAL JOB ELEMENTS, SPECIFIC TO ASSIGNED ROLE

AREA MANAGER

Working in fulfillment center is similar to a factory operation where time is spent on floor while observing processes, doing audits, coaching associates, which requires -

Regular bending, lifting, stretching and reaching both below the waist and above the head

Walking in the fulfillment center and around area with great frequency

Continual standing and/or walking

Ability to work in construction /distribution environment that may be noisy, unlit, not air-conditioned

Able to access all areas of building (ascending and descending ladders, stairs, gangways) safely and without limitation

Require extensive data analysis to identify trends and drive kaizen activities

Strong interpersonal skills to ensure operational success, as well as drive multiple initiatives, with a diverse set of stakeholders

Ensure implementation of quality best practices like 5S

OPERATIONS MANAGER

Customer/seller service Contact Reduction

Concessions – defect analysis, reduction and improving customer experience

Shadowing seasoned managers on floor and adapting the knowledge of on floor operations to run and execute shifts independently.

Methods to track and improve performance of partners (carriers and 3P partners)

Transportation/supply chain issues pertaining to new geographies where Amazon has a potential marketplace

Perform market and competitive analysis as required for different parameters in transportation. Develop operating plans to improve performance and monitoring and pilot them.

Identify and prevent financial leakage when working with partners.
Enhancing customer returns experience
Drive process improvements to enhance the operational efficiencies or improve quality metrics in fulfillment centers/transportation/customer service/ seller service
Analyze and create mechanisms to improve third party seller order fulfillment
Improving fulfillment center processes and metrics by working with team members in retail, fulfilled by Amazon, customer service, transportation, etc.

STATION MANAGER

Defining the transportation process from FC to delivery stations
Defining the delivery process from delivery station to customer address
Ensure enough bandwidth in citywide delivery team to ensure peak time delivery management
Conduct the performance appraisals of the station supervisors and mentor them for handling efficient operations
Continuously improve the delivery process and attain a sustained level of delivery performance improvement
Analysis of the data reports to identify performance bottlenecks and improve the performance
Implement the formal process control and process improvement mechanisms such as Kaizen

Amazon is an Equal Opportunity Employer

Joining By: 1 April 2022

Salary Details

CTC:	1,302,500 INR Per Annum
Gross:	1,240,000 INR Per Annum
CTC Breakup:	1010000 Base Pay 230000 Sign-on bonus Year 1 RSU Value 62,500

Selection Process

Resume Shortlist:	No
Written Test:	No
Online Test:	Yes
Group Discussion:	No
Medical Test:	No
Personal Interview:	Yes
No. of Rounds:	4
No. of Offers:	10

Eligibility

**Recruiting
PHDs:** No

**Eligible
Departments:** B.Tech in Biochemical Engineering & Biotechnology, B.Tech in Chemical Engineering, B.Tech in Civil Engineering, B.Tech in Electrical Engineering, B.Tech in Electrical Engineering (Power and Automation), B.Tech in Engineering Physics, B.Tech in Engineering and Computational Mechanics, B.Tech in Materials Engineering, B.Tech in Mathematics & Computing, B.Tech in Mechanical Engineering, B.Tech in Production & Industrial Engineering, B.Tech in Textile Engineering, B.Tech and M.Tech in Biochemical Engg & Biotechnology, B.Tech and M.Tech in Chemical Engineering, B.Tech and M.Tech in Mathematics & Computing, B.Tech in Civil Engineering and M.Tech in Geotechnical and Geoenviromental Engineering, B.Tech in Civil Engineering and M.Tech in Water Resources Engineering, B.Tech in Mechanical Engineering and M.Tech in Thermal Engineering