

## **JOB DESCRIPTION**

<b>Job Title</b>	Executive - Operations	<b>Department / Function</b>	Operations
<b>Reporting Manager</b>	Manager – Operations	<b>Location</b>	Ghaziabad
<b>Duties &amp; Responsibilities</b>			
<p><b>Profile Responsibilities:</b></p> <p>Customer Satisfaction</p> <ul style="list-style-type: none"> <li>• Understanding factors influencing customer satisfaction &amp; dissatisfaction</li> <li>• Monitoring RSI &amp; CSI to identify changes in customer preferences</li> <li>• Identify opportunities for improving customer satisfaction</li> <li>• Benchmarking RSI and CSI</li> </ul> <p>Supplier Management</p> <ul style="list-style-type: none"> <li>• Maintain records for key Vendors for continuous evaluation based on delivery, quality and costs</li> <li>• Reviewing Vendor performance and taking corrective actions to ensure timeliness and quality of supplies</li> </ul> <p>Customer Interaction</p> <ul style="list-style-type: none"> <li>• Participating in the Development of Customer or Channel Specific Marketing Strategies</li> <li>• Customer Relationship Management</li> </ul> <p>Contract Management</p> <ul style="list-style-type: none"> <li>• Knowledge of Contractual terms and conditions, Contract terminology</li> <li>• Preparation of Contract documents</li> <li>• Monitor performance against contracts</li> </ul> <p>MIS</p> <ul style="list-style-type: none"> <li>• Timely and accurate reporting of Departments performance</li> </ul> <p>Customer Understanding</p> <ul style="list-style-type: none"> <li>• Developing an intimate knowledge of shopper's Attitudes and Behavior</li> </ul> <p>Safety</p> <ul style="list-style-type: none"> <li>• Knowledge and operation of Fire Equipment</li> <li>• Ensure safe practices in Mall</li> </ul>			
<b>Experience</b>			
<b>Qualification</b>	Graduation is a must, Post Graduate in any fields would be preferable	<b>Overall Experience</b>	Experience of around 3-7 years of experience in Mall/Hotel/Multiplexes Operations at Assistant Managerial Level
<b>Type of industry</b>	Mall/Real Estate/Property Management/Hotel/Multiplexes	<b>Essential Experience</b>	Experience of around 3-7 years of experience in Mall/Hotel/Multiplexes Operations at Assistant Managerial Level