

JOB DESCRIPTION

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