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| Job title | Director of Operations |
| Reports to | Group CEO |
| Location | Bangkok, Thailand |

Company Description

One of the top grocery delivery companies in Southeast Asia. Headquartered in Indonesia, they are rapidly expanding to bring the business to all countries in region. The company is aiming to be the most reliable service provider in Asia.

Job Purpose

Reporting to the Managing Director, the Director of Operations is fully responsible for the Personal Shopping, Logistics, Content and Customer Service teams. Director of Operations must be able to provide effective leadership and staff management, led by example, to build and develop the business.

Duties and Responsibilities

- Fully responsible for the Personal Shopping, Logistics, Production and Customer Service teams.
- Hiring top talent for these teams.
- Developing an effective and efficient operational process strategy that fit local process and market as well as continuous working on process optimization.
- Working closely as a partner to Country MD as well as the regional team.
- Leading projects to improve service quality and customer satisfaction.
- Expanding company's operations to new neighborhoods.
- Tracking critical service metrics for your market.
- Sharing best practices with Operations Director for other territories.
- Managing projects in a dynamic and fast-paced environment.
- Managing the team and maintaining a positive work environment with good team spirit between departments.

Candidate Profile

- Operational management experience in eCommerce.
- Hands-on experience in at least one of the operational branches: logistics, content and customer service.
- Entrepreneurial mindset.
- Leadership skill with recognized the ability to drive team members, good interaction/relationship, leading a team and bring operations become highly efficient.
- Strong work ethic and drive, high attention to detail, and desire for a high level of



ownership

- Ability to analyze data, make decisions, and execute efficiently
- Ability to work hard, hustle, and get things done
- Ability to work in a fast-paced, constantly evolving environment
- Strong track-record of hitting targets
- Previous experience working in a startup or dynamic high-growth company a plus
- Fluency of spoken and written in English and Computer literacy
- Open-minded, Work Smart with a positive personality

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| Approved by: | (on behalf of CEO) |
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