



<b>Job title</b>	Director of Operations (Taiwan)
<b>Reports to</b>	Group CEO
<b>Location</b>	Da'an Dist, Taiwan

#### **Company Description**

Our client is 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, Content and Customer Service teams.
- Hiring top talent for these teams.
- Leading projects to improve service quality and customer satisfaction.
- Continuous process optimization.
- Expanding company's operations to new neighborhoods.
- Tracking critical service metrics for your market.
- Sharing best practices with Directors of Operations for other territories.

#### **Candidate Profile**

- 5+ years operational management experience in eCommerce.
- Hands-on experience in at least one of the operational branches: logistics, content and customer service.
- Deep local knowledge of culture and operational requirements.
- Entrepreneurial mindset.
- Acute analytical skills and a data-driven mentality – you know the relevant KPIs and how to work with them.
- Excellent interpersonal skills.
- Strong track-record of hitting targets.
- Previous experience working in a startup or dynamic high-growth company a plus.
- Fluent Mandarin and English are required, both written and spoken.



Approved by:	(on behalf of CEO)
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