

Role:- Operations Manager- Sudipta Das

Regular office hours: - 9.30 AM – 6 PM

Date: - 1st April 2020– 31st March 2021

Job Role Summary:

This role is responsible for executing flawless events and ensuring the quality of the event is of the highest nature. This role also ensures profitability of the event is maintained as per the KRA. This role reports into the RD.

Key Results Area #1 – Profit Generator

- Maintain TOH at 35%

Key Results Area #2 – Event Closure

- Ensure closure of events happen within 1 week of the event

Key Results Area #3 – Event Quality

- Ensure quality is of highest nature and ensure 100% client satisfaction
- Ensure event runs smoothly as per brief given

Key Results Area#4–Issuance of PO to vendors

- No work should be taken up until PO's are issued to the vendor

Key Results Area #5 – Wings Culture code

- Reporting time to office is 9.30 AM
- Follow dress code
- Notify reporting manager for leaves in advance. Comp off's need to be approved in advance

Key Results Area #6–Ensure team is looked after

- Schedule work to the team based on workload
- Responsible for quality of work done by team is as per brief
- Ensure reports of the team is done by 29th of every month