

Category Manager- City/Central Role | Urban Company

About the Company

Urban Company is a technology platform offering customers a variety of services at home. Customers use our platform to book services such as beauty treatments, haircuts, massage therapy, cleaning, plumbing, carpentry, appliance repair, painting, etc., all delivered in the comfort of their home and at a time of their choosing. We promise our customers a high-quality, standardized, and reliable service experience. To fulfill this promise, we work closely with our hand-picked service partners, enabling them with technology, training, products, tools, financing, insurance, and brand, helping them succeed and deliver on this promise.

Urban Company started as UrbanClap in November 2014, when its founders, Abhiraj, Raghav, and Varun, realized that the home services industry was predominantly unorganized, fragmented, and offline. Customers found it challenging to avail quality services conveniently, and service professionals were struggling to make ends meet, having to rely upon several middlemen, contractors, and local aggregators. The founders felt that the industry was ripe for disruption, and launched Urban Company, with three key principles in mind –

1. Customer love: Build a platform that offers truly delightful and differentiated services
2. Partner empowerment: Build a deep, full-stack partnership with service partners, helping improve their earnings and overall livelihood
3. Technology first: Bring innovation and technology to an age-old industry

About the Role & Team

- Category Manager is responsible for driving on-ground operations. This would primarily involve onboarding new partners and improving the quality of the existing partner base
- This includes end-to-end ownership of the initiative, including problem solving, analysis, process improvement, execution
- Support Business Heads in BAU category management activities related to supply/demand planning, revenue planning

What you'll do:

- Drive onboarding of great service professionals in the category - involves thinking through the full supply chain - sourcing, selection, and training of partners.

- Be part of projects that are focused on improving customer and partner experience
- Collaborate with cross-functional internal partners in marketing, technology and product to execute multiple category and central level projects

What we need:

- Sharp and hungry professionals willing to go above and beyond to create impact
- 6 months -2 years of work experience
- Proficient in advanced Excel/ SQL/Tableau/Power BI
- Ability to work in a fast-paced environment, requires solving ambiguous problems, and is highly outcome-oriented. We will look for candidates who display these characteristics and have demonstrated the ability to solve problems on the ground.
- Hustle and get things done attitude

What can you expect:

- A great work environment with massive ownership and growth opportunities.
- Work closely with strong leaders who are amongst the best in the country when it comes to operational excellence and consumer obsession
- A lot of freedom and ownership to propose and change the way we do things. We still believe it is Day 0 and are hungry to improve and change
- Growth opportunities within UC via our robust internal mobility program

At Urban Company, we are committed to providing equal and fair opportunities in employment and creating an inclusive work environment. We endeavor to maintain a work environment free from harassment based on age, color, physical ability, marital status, parental status, ethnic origin, religion, sexual orientation, or gender identity.