



Logistics that empowers

Customer Operations Manager



About Freight Tiger and the Opportunity

Freight Tiger has built India's largest unified freight network, which combines offline with digital to build a modern operating system for the logistics industry. This is revolutionary for a supply chain that is traditionally fragmented, offline, and time-intensive. As India aims to bring down logistics costs from over 14% to under 10% of GDP, Freight Tiger is positioned to be at the forefront of this ambitious endeavour.

Freight Tiger's malleable software enables a collaborative freight network, creating value for every stakeholder in the supply chain, from large-scale producers to individual drivers. It is truly neutral, which is virtually unheard of in the logistics industry. This will give you the opportunity to apply your financial acumen to creating profitability while addressing the needs of a vast variety of customers being served by a layered and complex solution.

What we need from you: the ability to deal well with ambiguity, have the foresight and think critically. If you're resilient, love a challenge and have lots of drive, you'll fit in well at Freight Tiger.

What you get in return: a seat at the table at a growth-stage tech startup with a brilliant team and massive potential.

Freight Tiger is backed by Lightspeed Venture Partners, Moonstone Investments, Shriram Transport Finance, Munjal Family Trust, Florintree Infra and Aroa Ventures.

Customers: Our 300+ customers include Saint Gobain, Dalmia Group, JSW Steel, ITC, DHL, MRF, and Pernod Ricard - many of India's largest companies.

Website: www.freighttiger.com

Email: hr@freighttiger.com

The Nitty-Gritties

Location: Mumbai / Bengaluru / Delhi

About the Role:

Freight Tiger is looking for a Manager in the Customer Operations team. The Customer Operations team is a very critical team at Freight Tiger. It is responsible for delivering on customer mandates and providing deep insights to customers about their operations. If you are someone who enjoys a fast-paced, challenging environment, solving complex problems and managing teams, then this is a great role for you.

Key responsibilities:

- Build a high-performance customer operations team responsible for delivering on customer mandates.
- Drive customer centricity in everything we do.
- Ensure performance SLAs/ SOPs as agreed with customers are met on an ongoing basis.
- Lead a large team – Coach team members to drive change. Set up and drive performance monitoring mechanisms.
- Drive automation of various processes – Work with multiple stakeholders to drive automation of processes. Constantly look for opportunities to make our processes more efficient.
- Monitor metrics and develop actionable insights.
- Relay product/ market insights to senior leadership and concerned teams.
- Hustle and problem solving when unexpected issues inevitably arise as we pioneer a rapidly growing industry.
- Drive data-led decision making within the function.
- Prepare roadmap for the function in conjunction with the senior leadership.

Preferred qualifications/skills:

- Preferably have 2 to 4 years of experience in the customer experience/ customer operations domain.
- Have experience in managing large customer support/ customer experience teams.
- Open to travel and work out of client location.

- Possess analytical/ data-driven approach.
- Have strong leadership skills – Ability to lead large teams and drive change.
- Have strong communication skills with an ability to articulate complex analysis to business teams.
- Have a strong track record of excellence in execution and thriving when given autonomy.
- Have strong knowledge of excel and presentation.
- Able to take initiative in a constantly changing work environment.
- Have on the go readiness and willingness to travel to customer locations as and when required.
- Have start-up (all-hands-on-deck) approach.
- Any knowledge/ Experience of CRM/ ticketing platforms and telephony solutions is a plus.