



Logistics that empowers

## 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 an intelligent ecosystem for the road freight 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 endeavor.

Have you ever wanted to lead the success of a cutting-edge product that will change the very nature of an industry? We are looking for a top-of-class Operations Manager to fuel our growth as we scale rapidly. This role is for those who like an open canvas to do their best work; we love off-the-wall ideas and are waiting to let you run with them.

Freight Tiger uses unique technology to solve operational problems for all stakeholders 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 strategize for a vast variety of customers across a diverse range of product offerings. If you've always wanted to push your creative limits, this is the place for you.

What we need from you: deal well with ambiguity, resilience and grit, passion to market and position B2B technology products, and most importantly, lots of drive. What you'll get in return: a seat at the table at a growth-stage tech start-up with a brilliant team and massive potential.

Website: [www.freighttiger.com](http://www.freighttiger.com)

Email: [hr@freighttiger.com](mailto:hr@freighttiger.com)



## The Nitty-Gritties

Location: Mumbai / Bengaluru

### Key responsibilities:

- Responsible for managing our operations and our operations team at plant/remote locations.
- Take complete ownership for delivering on defined objectives for our operations team at plant/remote locations.
- Lead optimization and automation processes and work with multiple stakeholders to drive to fruition the changes/enhancements required.
- Analyze data regularly and deduce insights aligned towards the achievement of defined goals and objectives.
- Achieve operational excellence and optimal customer experience.
- Be the go-to person for customers and team members to solve all operational challenges.
- Engage with the customer on an on-going basis in coordination with other stakeholders and contribute to the account's growth.
- Own the operational issues and provide suggestions that could contribute to customer delight.
- Work with internal and external team members for driving strategic initiatives.
- Lead strategic projects, drive essential decisions to improve the experience and growth of our driver-partners.
- Identify areas of improvement and help with innovative new processes to keep teams as efficient as possible.
- Able to work with remote teams to develop strategies and foster a cohesive and creative work environment.
- Work with internal stakeholders to clearly define the team's goals and drive and monitor them to meet these goals.
- Setting up mechanisms to monitor team performance.



## Preferred qualifications/skills:

- Experience in operations/ managing special projects in operations space with customer-facing exposure is preferred.
- 4+ years of work experience in start-ups and the logistics industry preferred.
- Bachelor's degree is a must; MBA is a plus.
- Proactive in nature, you take the first initiative as an opportunity arises.
- Exceptional Analytical, problem-solving, Excel and data management skills.
- Ability to manage new strategic projects where you can't rely on pre-existing structures and project scope.
- Conceptual Mindset: Data-driven mentality and strong business foresight and judgement. Able to roll up your sleeves and analyze the data and pull key insights for your team.
- Strong interpersonal skills and excellent verbal and written communication skills.
- Self-motivated, eager to learn and adapt to a fast-paced start-up environment.
- Ability to prioritize, multitask and perform effectively under pressure.
- Ability to lead and manage a team.
- Ability to interact across levels with both internal and external stakeholders.
- Ability to prepare well-structured presentations.
- Ability to work through ambiguity.
- Ability to analyze issues and find solutions.
- Ability to come up with insights in line with overall goals.
- Ability to train/set up effective training programs and define processes.

**We offer a competitive salary, equity, and a quality health insurance plan.**