Role: Operations Manager

Mission/Purpose: The purpose of this role would be to streamline operations, analyse and improve operations processes, and work to improve overall quality and maximise productivity and efficiency.
You will be responsible for maintaining and developing the business. You will work in tandem with the upper management to ensure the functions of the business and service delivery. You will always carry a sharp business mind and manage multiple departments for maximum productivity.

Daily responsibilities:
1. Lead, motivate, and support your team within a time-sensitive and demanding environment, including development plans and problem resolution.
2. Develop, implement, and maintain quality assurance protocols.
3. Develop, implement, and maintain site safety assurance protocols.
4. Coordinate and support departments such as human resources, accounts & admin, fulfilment centre and last mile delivery to ensure successful operations.
5. Increase the efficiency of existing processes and procedures to enhance the company's internal capacity.
6. Ensure that installation activities remain on time and within budget.
7. Advice the CEO/COO of matters requiring their personal attention, with associated deadlines, and preparing relevant documentation.
8. Measure productivity by analysing performance data, financial data, and analytics.
9. Oversee high level HR duties.
   - You need to track current and future staffing requirements and coordinate with the HR manager accordingly to fulfil the same.
   - Onboard the new team members and provide them with necessary systems and support required.
10. Help your team develop, run and grow.
    - You are the extension of the COO and therefore you need to help and facilitate his team in a way that they can develop, run and grow.
    - Answer and solve all the miscellaneous questions that come by the team with a fast response rate.
    - Create and enforce systems & playbooks for the team for swift operations. You need to rally the team on behalf of the COO.
    - You need to provide inspired leadership for the organisation.
11. Deliver special projects.
    - Carry out special projects as allocated by CEO/COO to improvise operations.
    - Carry out research and analysis that may be needed for projects.
    - Communicate with stakeholders, clients to achieve aims of projects.
    - Monitor progress of projects allocated to staff by CEO/COO. Prepare reports to CEO/COO on progress and implement any actions.

Role Competencies:
1. **Interpersonal skills** - Able to communicate with others in a warm and helpful manner while simultaneously building credibility and rapport.
2. **Organisation and planning** - Able to organise or schedule tasks. Develops realistic action
   plans while being sensitive to time constraints and resource availability.

3. **Eye for detail** - Always accurate and a focus on getting things right first time.
4. **Strong verbal communication** - Speaks in a clear succinct manner and tailors language to suit target audience.
5. **Strong written communication** - Communicates ideas on complex and sensitive issues
   clearly in writing, selecting language, tone and format to suit target recipients.
6. **Conflict resolution** - Defuses and resolves conflict in a range of situations, where tact and
   diplomacy are required.
7. **Analytical capacity** - Across multi-dimensional areas, assesses complex information, quickly perceives implications and makes sound strategic judgements.
8. **Problem solving** - Quickly defines complex and ambiguous problems, pinpoints key issues and develops workable solutions.
9. **Results driven** - A capacity to maintain focus on the desired outcome of any project.
10. **Attitude for learning** - Learns new skills and ideas quickly and assimilates complex information, applying knowledge gained to a new setting.
11. **Integrity with commitments**
12. **Aggressiveness and hustle**

What technical skills you require to perform in this role:
1. Zoho suite
2. Maintaining Google calendar
3. Email étiquettes.
4. Zoom
5. Mac OSX

Cultural fit:
1. Don't deliver a product, deliver an experience.
2. Underpromise, Overdeliver
3. If you are five minutes early, you are already 10 mins late.
4. Without passion you don't have energy, without energy you have nothing
5. Innovation distinguishes between a leader and a follower
6. Wisdom is in knowing what you don't know.
7. Great things in a business are never done by one person, they are done by a team of people.
8. Your will is the most accurate way to predict your future.
9. Our customers are our brand ambassadors
10. Integrity is doing right even when no one is watching.
11. Focus on your customer and lead your people as through their lives depend on your success.
12. It's very important to have a feedback loop, where you are constantly thinking about what you have done and how you could be doing it better.
13. Kaal kare so aaj kar, aaj kare so abh - Kabir.

Outcomes / Responsibilities:

30 day targets
1. Learn the entire business process, systems and product/service offerings to be effective in the position.
2. Create a rapport with the entire team.

3. Analyse & Make sure that all the SOP's & Flow chart are updated as per the current flow.
4. Draw expansion plans for smooth execution of expansion activities.
5. Start forming leading KPI's for all the processes & team members.
6. Start Conducting Daily, Weekly, Monthly & Quarterly Meetings with team to discuss vital topics like problems, goals, gaps etc.
7. Start delivering ideas for better operations practices.
8. Identify gaps in the operations process and implement solutions.
9. Make sure all current team members are aligned with the CEO
10. Create a rapport with the entire team.

60 day targets
1. Start the expansion journey, take up the accountability for the city & start developing the same.
2. Complete a team of about 30-35 persons in total of all departments.
3. Conduct trainings & checks till the city operations cross current company standards to raise our levels.
4. Make sure the QC standards are raised & above company levels
5. Make sure all new team members are aligned with the CEO

90 day targets
1. Achieve a revenue of 2 Crore with a Average Revenue/Emp > Rs. 6,00,000/-
2. Strengthen the culture to a point of no return.
3. Make plans to improve the Avg. Rev/Emp Ratio in the medium & long term.
4. Target the next location.

KPI's
1. Employee productivity rate - Revenue/Emp > Rs. 6,00,000/-
2. Average Installation/Team
3. QC lapses Identified
4. No.of trainings conducted
5. Late Delivery Ratio
6. Incomplete Delivery Ratio
7. Process Lapses identified.
8. Number of projects where QC errors found
9. New KPI's implemented
10. Work Place Accidents Rate

Conclusion:
We are looking for dynamic millennial's & gen-z's with 5-8 years of rich experience. Start Up experience is a "++".
Location - Goa & Gujarat
CTC - 12-15 Lakhs + PB + ESOP. (Flexible)
Please read the above scorecard carefully as every word has been thought through & is drafted to find us the most compatible match for our company.

If you feel you are the right fit for this role, please apply to the position on https://www.renevik.com/career.