

Job Description

Position: Process Manager Operations

Location: Hyderabad, India

Reporting to: CEO

Salary: As per industry standard

About us: Template.net is a global product loved by 100 millions users. We are an 8 year old global brand bootstrapped from hyderabad.

Who are we:

We are a passionate team of creators & engineers working from offices in Hyderabad, Singapore, Philippines & Vietnam.

Job Summary: The Operations Manager is responsible for overseeing and coordinating various aspects of day-to-day operations at Template.net. The role collaborates with various teams to develop SOPs and streamline operations, manage resources, optimize productivity, and achieve organizational goals.

Responsibilities:

- > Formulate business strategies with CEO and senior Management of the company
- > Developing and implementing operational policies, procedures, and goals in line with the organization's objectives
- > Supervising and managing teams or departments within the organization, ensuring efficient workflow and productivity
- > Identifying skill gaps and providing training and development opportunities for the teams
- > Facilitating the collection, organization, and dissemination of knowledge within the organization
- > Staying updated on industry trends, market dynamics, and competitors to make informed decisions
- > Using data-driven insights to improve processes and make strategic decisions
- > Conducting regular performance evaluations and providing feedback to managers
- > Allocating resources, including personnel, equipment, and budgets, to meet operational needs
- > Identifying opportunities for process improvement, developing SOPs and implementing strategies to enhance operational efficiency.
- > Establishing and monitoring key performance indicators (KPIs) to assess the organization's operational performance & goals
- > Keep improving the quality of the products, processes, Output.
- > Always find ways to delight users by our products.
- > Providing regular reports and updates to senior management on operational performance

Qualifications :

Essential:

- Bachelor's degree
- Proven experience in operations management or similar role. Working experience with KPO, Media or Publishing industry is preferred
- Overall 15+ years of experience in Operations Manager role with minimum 8-10 years of experience with people management role is a must
- Strong knowledge of operational processes, methodologies, and best practices
- Excellent leadership, problem-solving, and decision-making skills
- Ability to analyze data, identify trends, and make data-driven decisions
- Effective communication and interpersonal skills to collaborate with diverse teams
- Proficiency in using relevant software and tools for operations management
- Ability to work under pressure and meet deadlines in a fast-paced working environment
- Should be proud to build products for the world.

Preferred:

- Bachelor's degree in BA English plus Six-Sigma Black Belt certified
- Good knowledge of Artificial Intelligence product development life-cycle
- Open to travel outside of India