

Position: Team Leader - Content Operations

Location: Hyderabad, India

Reporting to: Operations Manager

Salary: As per industry standard

No of position - Four (4)

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 200+ creators & engineers working from offices in Hyderabad, Singapore, Philippines & Vietnam. We are passionate about creating high quality, world class products.

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

Responsibilities:

- Supervising a team of operations staff to ensure smooth day-to-day operations
- Creating operational plans, setting goals, and developing strategies to meet objectives
- Providing guidance, training and support to team members to enhance their skills and performance
- Ensuring the quality and efficiency of operations by implementing and maintaining standards and procedures
- Identifying and resolving operational issues, bottlenecks, and challenges as they arise
- Facilitating clear communication within the team and across departments to coordinate activities and resolve issues
- Monitoring team performance, tracking key performance indicators (KPIs), and making adjustments as necessary to meet targets
- Preparing reports on operational performance and presenting them to higher management
- Continuously looking for ways to optimize processes, and increase productivity
- Fostering a positive team culture, resolving conflicts, and motivating team members
- Ensuring excellent customer service through efficient operations and addressing customer queries and concerns

Qualifications:

Essential:

- Bachelor's degree
- Proven experience in operations management or similar role. Working experience with KPO, Media or Publishing industry is preferred
- Overall 36+ months of experience in Team Leader role is a must
- Good knowledge of operational processes, methodologies, and best practices
- Very good 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 with Six-Sigma Green Belt
- Good knowledge of Artificial Intelligence product development life-cycle

What's In Store for You:

- Company-provided Apple MacBook for work
- Fixed Days off on Saturdays and Sundays. Day shift - 9 AM to 6 PM
- Comprehensive HMO coverage upon regularization to take care of your health and well-being. Free lunch in the office
- Generous vacation and sick leaves benefits upon regularization, ensuring your work-life balance
- Enjoy a lively office environment with an ample supply of coffee to keep you energized and focused