



- ❖ Position – Operations Manager
- ❖ Experience – 5-9yrs
- ❖ Compensation - Best in industry
- ❖ Open Positions - 1
- ❖ Location - Gurugram

We are seeking an experienced and dynamic Operations Manager to lead our rapidly growing ecommerce startup. As the Operations Manager, you will have the opportunity to shape the future of online shopping experiences. You will be responsible for developing and overseeing all aspects of our e-commerce platform, ensuring that our customers have a seamless and enjoyable shopping experience across multiple platforms. By leveraging your expertise in ecommerce, you will ensure efficient operations and exceptional customer experiences. This is an exciting opportunity to lead a cross-functional team and drive the growth and profitability of our ecommerce startup in a highly competitive market.

Eligibility Requirements

- Bachelor's degree in Business Administration, or a related field.
- 6+ years experience in a leadership role within the ecommerce industry, preferably in a startup environment.
- Strong understanding of ecommerce operations, logistics, customer service, and product listing.
- Familiarity with ecommerce platforms, order management systems, inventory management, and fulfillment processes.
- Data-driven mindset with problem-solving approach.
- Proficiency in using ecommerce analytics tools and platforms to track performance metrics and optimize operations.
- Up-to-date knowledge of industry trends, best practices, and emerging technologies in the ecommerce space.
- Excellent communication and interpersonal skills, with the ability to collaborate effectively with cross-functional teams.

Job Description & Responsibilities

- Managing the end-to-end supply chain process, from procurement to order fulfillment.
- Developing and implementing strategies to optimize inventory levels, reducing carrying costs while ensuring product availability.
- Collaborating with suppliers and logistics partners to streamline processes and reduce lead times.
- Leading the product listing process, ensuring accurate and compelling product descriptions, images, and pricing.
- Monitoring and analyzing ecommerce performance metrics, such as conversion rates, average order value, customer satisfaction, and customer lifetime value, to identify areas for improvement and implement data-driven optimizations.
- Managing and negotiating contracts with logistics partners, ensuring cost-effective and timely delivery of products to customers.
- Overseeing customer service operations, ensuring prompt and effective resolution of customer inquiries, complaints, and returns.
- Staying updated with industry trends, competitive landscape, and emerging ecommerce technologies, and make recommendations for innovation and improvement.
- Monitoring market trends, customer preferences, and competitor activities to identify opportunities for new product offerings and business expansion.
- Building and managing a high-performing team, providing guidance, mentorship, and performance feedback.
- Developing and maintaining quality assurance protocols for incoming and outgoing products.



ViviRooms

ViviRooms Ecomm Private Limited

- Working closely with the Quality Assurance team to address quality issues promptly
- Implementing inventory control measures to prevent overstocking or understocking of products and monitor inventory turnover rates

About us

We are a women-led, e-commerce platform, offering a concept that will revolutionize the online shopping experience. With an estimated launch in 2024, we will provide customers a chance to shop for clothes in a unique never before seen way. Phase one will focus on launch in the Indian market.

ViviRooms is part of London based Euromax Capital (www.euromaxcapital.com) among which includes the most innovative & promising Artificial Intelligence enabled Biometric Software Platform, Products & Solutions designing organizations Biocube Technologies (www.biocube.ai).

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