



## **Job Description – Operations Team Leader**

**About the Company:** COOX (pronounced as Cooks) is India's leading platform that lets you book Professional Chefs, Daily Cooks, Bartenders, Waiters and Kitchen Cleaners for occasions like house parties, birthdays, weddings, and special events at home. We have served over 10 Lakh people and built a network of 5,000+ trained service professionals in more than 20 cities of India. COOX has raised funding from India's top investment firm Inflection Point Ventures (IPV).

**Website:** [www.coox.in](http://www.coox.in)

**Job Type:** Full Time

**Location:** Noida

**Work Type:** Work From Office

**Work Experience:** 2 - 5 Years

### **Roles & Responsibilities:**

- Lead and manage the operations team to ensure efficient handling of bookings
- Coordinate between operations and marketing teams, customers, partners & vendors to improve service execution
- Manage end-to-end business operations, handle queries, complaints, escalations and ensure smooth execution of processes
- Ensure consistent supply by onboarding new partners & vendors and launch new cities and services
- Provide training and motivation to the team, ensuring high level of employee satisfaction and employee retention
- Define and analyze metrics and KPIs to efficiently track progress

### **Perks:**

- Rewards, Incentives & Bonuses
- Special Meals & Food Trials
- Startup Exposure
- Full of Learnings

### **Other Details:**

- Need people who are energetic, confident and street smart
- Great communication and soft skills
- Foodies are preferred

**To apply, please mail your resume at [hr@coox.in](mailto:hr@coox.in)**

**COOX Online Private Limited**

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