

United Arab Emirates Jobs Expertini®

Fleet Specialist

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Company: Instashop

Location: dubai

Category: other-general

InstaShop: Shops you love delivered better
Role overview
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Fleet Specialist Last Mile - United Arab Emirates, AE - Full time - 847
InstaShop, headquartered in Dubai, is the leading online marketplace for supermarkets, pharmacies, pet shops & other businesses in the Middle East. With a young & motivated team & an office resembling the ones of startups in San Francisco, InstaShop is the right company for individuals passionate about adding value within a fast-growing technology company. As a Fleet Specialist (FS) you will be playing an essential role in facilitating a smooth expansion of our last-mile delivery. You will leverage your analytical skills to identify operational gaps and formulate strategies to constantly enhance InstaShop's fleet operation. You will also drive fleet efficiency with your strong negotiation and vendor management skills.

Primary responsibilities

- Be responsible for the last-mile operations of allotted zones or projects
- Monitor performance daily and make any requisite changes for improvement
- Facilitate site visits at driver hubs to ensure fleet quality is as per set standards
- Support resource management with rider onboarding, training, and offboarding
- Constantly monitor rider performance and speak directly with riders on seeking improvements to drive efficiency
- Liaise with the Quality Assurance team and Dispatching team to address functional issues
- Work closely and mentor fleet onground coordinators and fleet supervisors to ensure operations are at optimum
- Liaise with fleet vendors to track, review, and enhance performance
- Partner with Operations and Business teams to enhance fleet operations
- Develop insights, build reports, and present fleet analytics to the management
- To use InstaShop services as per the company policies in order to provide feedback on how to improve the service

Requirements

- 2-3 years of experience in last-mile dealing with

performance managementHistory of having directly worked with ridersSuperb clarity in communicationExcellent Excel and analytical skillsTop class persuasive skillsNegotiation experienceExcellent written, and verbal communication skills in English.Able to quickly adopt and take advantage of seemingly unfavorableBusiness or engineering related bachelor/masters preferredEverything you need in just a few clicks!Get the app today for freeTry it out today!Shop now

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