

Supervisor

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Company: MainstreamM Bar And Grill

Location: dubai

Category: other-general

Responsibilities: • Proactively collect feedback or share feedbacks to reportees and responsible for tweaking processes to make them scalable, upskill • Lead and execute the process improvement strategies to get operations scaled up. You will be a liaison between the AM and Fleet In-house team • Assist & solve problem/troubleshoot in all operation related issues concerns • Driving of the hub metrics and assigned KPI's • Responsible for the hubs rider's satisfaction index, attrition rate and audit, hygiene compliance • Work on collating data for assigned hubs/clusters, presenting a summary at hub level in form of weekly/monthly/quarterly updates on projects & performance progress • Devise SOPs, policies and assist in the implementation of tools for safety/compliance of riders timely as per authority guidelines • Liaise with internal stakeholders and implement mechanisms to ensure cross-functional alignment and addressing escalations, execution of cross products such as food cross utilization • Supervise & drive the coordination & implementation of projects pertaining to riders which show impact on metrics • Managing of assigned hubs with multiple zones by handing of team leaders and fleet coordinators • Identify gaps & implement of processes, optimize existing processes for smooth functioning of the logistics operations • Coordinate with next level on special projects and new initiatives, product intervention testing deployments

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