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Team Lead Logistics Operations Jobs In Dubai UAE 2023 | Talabat

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Description:

Managing and improving the rider performance of allocated zone/s within a city. Taking ownership of rider service levels by measuring compliance, finding performance gaps and execute a plan to fill performance related gaps.

Responsibilities:

Monitor and improve Rider Performance and Compliance

Lead Rider Recruitment for the allocated zones

Lead a Team of Rider Coordinators and/or Rider Captains

Manage rider roster with proper allocation of shifts/breaks/off-days etc

Supervises rider onboarding and training schedule with Rider Trainer and Rider Supervisor

Inventory management and usage compliance of Rider equipments

Groom rider quality (behaviour, appearance, professionalism, presentational etc)

Setting up a performance improvement plan to improve performance of low performing riders

Reduce rider complaints originating from customers

Requirements:

Bachelor's Degree

2-3 years of experience in food/grocery tech industry is highly preferred

Proficient in Google Suite tools like GDoc, GSheet, GSlides, GForms etc

Strong communication skills, both written and verbal. English and Urdu is a must. Arabic is a plus.

Influencer and a negotiation with good public speaking and presentation skills

People management skills: Experience of managing bigger group of people

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