



SENIOR MANAGER – PROGRAM OPERATIONS

About us

GRG India is a leading provider of end-to-end loyalty management services in India. Our business provides solutions to engage, motivate and Reward people. We offer a mix of both SAAS products and bespoke solutions to help our clients engage and incentivize their employees, customers, and channel partners. Our clients include some of India's top brands across BFSI, FMCG, Construction, IT, Agro Chemicals, and Automotive industries.

Some examples of our products are :

- **Buzzz** – a comprehensive Reward and social recognition product for employee engagement that helps drive performance and innovation at the workplace. It is designed to empower business, from accelerating employee engagement to helping appreciate good work and motivating employees to deliver on business objectives.
- **My Incentives** – Gamified incentive platform to drive performance for sales teams and channel partners.
- **My Supercheques** - Dynamic and scalable Reward platform designed to incentivize and recognize in real-time by issuing digital e-codes. This can be used for promotions and as a quick and easy Reward for Employees and Channel as well. Employees can turn their e-codes into digital or physical gift card Rewards.

Key purpose of the role

- To be responsible for operational activities across Program Operations, Customer Service, Logistics and outsourced service providers.
- Drive new thinking in the existing operating model, maximising business opportunities and driving the strategy within those areas.
- Overall responsibility for resource planning, motivation, engagement, management and development of direct reports to create and maintain a high performing team.
- Responsible for designing standard operational processes (SOP) for delivery of various programs with a strong understanding of technology enabled delivery.
- Ensure flawless service delivery and improve profitability through operational efficiencies, full utilisation of correct resources and continuous improvement.
- Driving strong Commercial results for the Business through optimized work deliveries and sound Commercial/Pricing decisions.



Skills and Experience

- Proven client relationship skills – being able to build rapport quickly & maintain and develop ongoing productive relationships
- Experience in handling external / third party vendor relationships and ensuring service levels rendered by them.
- Data Driven Approach - Ability to analyse data and recommend proactive initiatives
- Ability to design and improve processes and drive automation.
- Excellent written and oral communication skills
- Excellent organisational and project management skills
- Strong presentation and negotiation skills
- Ability to plan and prioritise tasks, anticipate problems and act to minimise risks. Manage time effectively

Experience: 5-7 years' experience in managing operations

Personal Qualities

- Confident communicator (verbal & written)
- Personable, credible and able to establish trust easily
- Consistent and self-disciplined
- Team player
- Commercial and financial acumen
- Excellent attention to detail