

Job Title: Manager/ COO role

Overview:

SaathEase is a service start-up in the healthcare and elder care area with aspirations to expand and grow geographically while expanding the service portfolio. The business plan calls for a turnover exceeding ₹1 Cr within 3 years.

This position will lead that effort and provide day to day operational excellence.

Responsibilities:

- Manage daily operations to achieve very high level of customer satisfaction
- Establish relationships with external service providers, enact contracts and agreements
- Act as reporting manager for coordinators, saathis and nurses
- Evaluate business requirement, and ensure adequate staffing and training for different roles
- Oversee and manage business finance from operational transactions to maintaining and organizing working capital
- Establish processes and procedures for operations and ensure adherence
- Periodic reporting of Customer service activities to the clients
- Manage sales activities to achieve planned growth on an annual and quarterly basis
- Should provide business performance reports to the management/CEO
- Provide backup to coordinator as and when required
- Ensure adherence of employees to the company standards of professionalism and personal conduct

Qualifications and Experience:

- Masters in business administration
- 5 years' experience in the service industry

Skills:

- Ability to read and understand English and regional language
- Problem solving, organisational & time management skills
- Negotiation and relationship building skills
- IT and MS office skills
- Use of technology for overview, analysis and synthesis of operational and financial data
- Understand business needs and customer behaviour

Personality traits:

- Empathy & friendliness
- Leadership and people management
- Respect for the elderly
- Entrepreneurship, energetic & agile
- Focused, productive & result oriented