

BUSINESS OPERATIONS MANAGER

Brief

ABOUT US

HYPERTRADE CONSULTING (HPTC) is a Bangkok based Retail Consulting Firm established since 2005. We help retailers navigate through their Digital Journey by marrying People, Processes and Data to deliver better Customer Experiences and Business Performances.

We are both retailers and technology innovators at heart, and we service our clients in 5 countries in South-East Asia.

To support our regional growth, we are looking for our Business Operation Manager

ROLE

Manage overall Consulting & Services Operations, Pilot, Coach and Monitor Business Analysts to ensure timely, efficient and flawless delivery of Consulting Services to Customers. The BOM is directly reporting to the Chief Operating Officer

RESPONSIBILITIES

- Supervises Consultants and Business Analyst Teams to guarantee timely, flawless deliveries to Clients
- Proactively monitor, manage and report on execution of deliverables
- Develop and execute activities related to end-to-end project management, including project plans and estimates, scoping and requirements through implementation and deployment
- Identify and implement continuous improvement initiatives to increase business efficiency.
- Coordinate with stakeholders and management in integrating business processes throughout the organization
- Train, Coach and Support Business Analysts to help them grow in capabilities and responsibilities
- Provide improvements recommendations in existing operational methodologies
- Contribute operations information and recommendations to strategic plans and reviews; prepare and complete action plans; implement production, productivity, quality and customer-service standards; resolve problems; complete audits; identify trends

CANDIDATE BACKGROUND

- Thai National, 30 to 35 years old with 3 to 5 years consulting, audit or project management
- Experience at a major retailer is a plus
- At least Bachelor's degree
- The candidate should enjoy working in a multi-cultural environment and occasionally travel for work.

PROFILE

The Business Operation Manager who will join us is a person who possesses

- Strong Leadership with the ability to delegate effectively with a Team Player mindset
- Proven Project Management & Planning Skills, supported by self-organisation and a deadline-oriented mindset
- A Taste for technology innovation
- A sense for Data processing and processes in general
- A Critical thinking and Problem-Solving approach
- Flexibility towards working time and not afraid to work long hours
- Great communication skills
- Excited by new learning and experience

The below skills are required, and selected candidates will pass a test.:

- Fluent in both written and spoken English
- Advanced Excel Skills
- Mastery of PowerPoint
- Skills in Project Management Tools (such as Trello), Mind Mapping Tools is a definite plus

PACKAGE

We offer an exciting 6 digits monthly salary package, up to 2 months bonus based on performances, health package, flexible working hours and a young and dynamic working environment.

If you are interested, please contact our Chief Operating Officer at

f.klein@hyper-trade.com