

Organization:	91springboard
Position:	Operations Manager - Job Description
Location:	Bangalore, Hyderabad, Chennai, Delhi NCR, and Mumbai
Experience:	<ul style="list-style-type: none"> • 4-7 years • Prior team management experience required • Startup experience is a plus
Educational Qualifications:	MBA (Finance) or equivalent
Purpose of the Role:	An Operations Manager or “Hub Honcho” is a general manager position responsible for managing overall business delivery at the hub.
CTC:	8-10 LPA (Fixed CTC) + up to 20% of Fixed CTC as Bonus
About the Position:	This position is accountable for instilling the right culture amongst the hub team as well as driving the business of the hub successfully. To achieve this a Operations Manager will be required to work with various stakeholders inside and outside the organisation. A healthy community at the hub will differentiate the best from the rest. Ability to have a laser sharp focus on member happiness and team development are key to be successful in this role.
Overall Accountability:	<p>1. Hub Development:</p> <p>a. <u>Community Development:</u> Effective delivery of community program to make Work better for hub members.</p> <ol style="list-style-type: none"> I. Building & communicating the quarterly community plan for the hub. II. Ensure high quality in program identification and connections to enable member business growth. III. Driving high quality engagement programs that create a sense of belongingness for the member IV. Partner with hub crew to timely solve for any other potential member problems/ needs. V. Marketing community programs to drive superior awareness and Participation. <p>b. <u>Business Development:</u></p> <ol style="list-style-type: none"> I. Partner with Sales & Marketing team to deliver optimal hub occupancy level. II. Ensuring quality and accuracy of data in Sales CRM III. Solving for member expansion needs in partnership with sales team. IV. Delivering Hub P&L <p>2. Team Management:</p> <ol style="list-style-type: none"> a. Working with Regional Manager to firm up recruitment plan to ensure business continuity. b. Managing team delivery by setting goals for the team and periodic review with timely feedback. c. Identify individual team member’s development needs and plan for training accordingly. d. Mentoring the team on 91s purpose and values

	<p>3. Hub Operations</p> <ul style="list-style-type: none">a. Ensuring overall Invoice accuracy and timely issue resolution.b. Maintaining accurate hub MISc. Ensuring Accounts receivable at hub level is in control.d. Ticketinge. Change management of policy communication etc.f. Monthly Budgetingg. Monthly P&Lh. Monthly Hub Report <p>4. Market Intelligence : Gather and keep oneself up to date with activities in the area around co working industry.</p>
Contact:	Interested Candidates may send their resumes to Mr. Reva Kansal , HR Associate reva@91springboard.com / careers@91springboard.com