



CONSOLIDATED HUMAN RESOURCE SOLUTIONS LTD

RECRUITMENT AND STAFFING SERVICES

P.O Box 3557 - 01002

THIKA,

Zuhura Place

Kenyatta Avenue

Office: +254 728 492204, +254 777 491278

Email: info@consolidatedhrsolutions.co.ke

JOB DESCRIPTION- JUNIOR EXECUTIVE - OPERATIONS

Overall Job Purpose

Our client, in ride-hailing industry is looking for a highly organized and proactive **Junior Operations Executive** to support the daily operations of our ride-hailing app. In this role, you will be responsible for supervising the customer registration and customer support teams, ensuring smooth and efficient operations while maintaining a high standard of service quality. You will also monitor the app's performance, identify issues, and work to resolve them promptly, ensuring a seamless experience for both riders and drivers. This is an excellent opportunity for someone with strong leadership potential, problem-solving skills, and a passion for operational excellence.

Key Responsibilities:

- **Team Supervision & Performance Management:**
 - Supervise the customer registration executives and customer support executives to ensure that all tasks are carried out efficiently and within the expected timelines.
 - Monitor daily team performance, set clear expectations, and provide regular feedback and support to help team members achieve their goals.
 - Conduct regular team meetings to align on priorities, address challenges, and ensure smooth coordination across roles.
 - Ensure that team members adhere to company policies, guidelines, and best practices for handling customer queries and registration processes.
 - Provide training and guidance to team members to enhance their skills and improve performance.
- **Customer Registration Oversight:**
 - Oversee the customer registration process, ensuring that both driver and rider registrations are handled accurately, efficiently, and in compliance with all relevant regulations.
 - Address and resolve any registration issues or escalations, ensuring a smooth onboarding experience for new users.
 - Work with the customer registration team to streamline processes and implement improvements to minimize wait times and ensure high user satisfaction.
- **Customer Support Monitoring:**
 - Supervise the customer support team to ensure prompt, courteous, and effective resolution of customer inquiries and complaints via phone, chat, or email.



- Monitor support tickets, escalating high-priority issues to appropriate teams and ensuring timely follow-up.
- Track and analyze common issues raised by customers and provide feedback to the product or technical teams for potential improvements to the app or service.
- **App Performance Monitoring & Issue Resolution:**
 - Continuously monitor the performance of the ride-hailing app, identifying potential technical issues, glitches, or disruptions that could affect user experience.
 - Work with the technical team to report and resolve app-related issues, ensuring minimal down-time and a seamless user experience.
 - Coordinate with product and technical teams to communicate any app updates, improvements, or fixes that may impact the customer experience.
- **Operational Reporting & Documentation:**
 - Prepare and maintain regular operational reports on team performance, customer satisfaction, registration status, and app performance.
 - Identify trends, bottlenecks, or areas of concern and proactively address them to improve operational efficiency.
 - Ensure accurate documentation of team activities, escalations, and resolutions to maintain a comprehensive record of operations.
- **Collaboration with Cross-Functional Teams:**
 - Collaborate with other teams such as marketing, product, and technical support to ensure smooth operational processes and alignment on business goals.
 - Provide input and suggestions to the operations management team for continuous improvement of customer experience and operational workflows.
- Any other task that the company might ask to do as and when required.

Skills & Qualifications:

- Proven experience in operations or customer support, ideally within a tech or service-oriented environment.
- Strong leadership and team management skills, with the ability to motivate and guide team members effectively.
- Excellent organizational skills, with the ability to handle multiple tasks and priorities simultaneously.
- Strong communication and interpersonal skills, capable of interacting with both internal teams and customers in a professional and positive manner.
- Analytical mindset with the ability to identify operational issues and implement practical solutions.
- Detail-oriented with a focus on quality and customer satisfaction.
- Proficiency in using customer service software, CRM systems, or operational tools.
- Ability to work in a fast-paced, dynamic environment and adapt to changing business needs.
- Experience in the ride-hailing or tech industry is a plus.

Preferred Qualifications:

- Experience supervising or managing teams in an operations or customer service capacity.
- Knowledge of mobile app operations, troubleshooting, and performance monitoring tools.
- Fluent in both Kiswahili and English, with strong written and verbal communication skills.



As a **Junior Operations Executive**, you will play a key role in ensuring that the daily operations of the ride-hailing app run smoothly, that customer interactions are handled efficiently, and that any performance issues with the app are swiftly addressed. Your leadership and organizational skills will be essential in driving operational success and enhancing the overall user experience for both customers and team members.

Qualified and eligible candidates to send CV, certificates and testimonials quoting **JUNIOR EXECUTIVE - OPERATIONS** (Job title) as the main subject to Info@consolidatedhrsolutions.co.ke on or before 14th May 2025.

Only shortlisted candidates will be contacted

