

Job Description – US Operations Manager

Background

Parcelly is an international tech and logistics company providing hyper-local fulfilment solutions (location, technology and operations) through our network of partner locations (2,500+ across UK and USA).

We have just launched our platform in the US, and have gone live with a globally recognized food provider for whom we are creating an initial network of 100 Parcelly Locations (Dark Stores) across 5 DMAs to support their on-demand delivery strategy. We expect to grow this initial network rapidly across the US.

One immediate priority is to grow the network in NYC rapidly, and then to provide great service to our clients and its customers.

We require operations leadership – set-up and run – as detailed below for immediate start.

Job Type

Full-time / Permanent

Responsibilities

Working with the UK project team and US Sales Lead, the US Operations Manager will:

- Assume a leadership role for the task of building and operating Parcelly's network in specific DMAs (starting with NYC)
- Support the Parcelly team and its service partners in identifying new network locations and then moving suitable sites to contract
- Work with US Sales Lead to exploit opportunities to expand the network through collaborating with companies that operate at multiple locations
- Identify any barriers to rapid scaling (eg local resource constraints) and develop mitigations
- Provide practical training and support to new locations as they go-live
- Conduct location audits and support visits to ensure service levels and contractual commitments are being met
- Analyse location performance using Parcelly's proprietary software and third-party courier platforms, to assure network performance and to identify further commercial opportunities for Parcelly and its clients

Skills, Experience and Personal Qualities

The skills and experience requirements for the US Operations Manager role are as follows:

- Solid implementation planning and management experience, eg have previously led the set-up and launch of a new business service
- Experience of managing operational services to agreed service levels; ideally involving a mix of third-party and in-house resources
- Experience of training colleagues and/or partners in processes and systems
- Able to troubleshoot operational issues, and demonstrate commitment to owning resolution of customer problems
- Able to prepare and use process documentation
- Organised and systematic in approach, and able to work to high level objectives

- Strong verbal and written communication skills
- Well developed computer and technology skills; eg proficient in use of MS Office applications and web-based collaboration tools
- [geographical / mobility requirement]

Role Location

The role is US-based (ideally NY), and likely to be a mix of home working and travel to DMAs as they become prioritised.