

OPS LEAD (Work contract opportunity) @ fashion e-commerce startup

*Come join the team at the fastest growing fashion tech start-up based in Kuala Lumpur!
If you crave a challenge and dream of joining a dynamic & close-knit team dedicated to revolutionising fashion, you've come to the right place. We will give you responsibilities and opportunities to grow*

ABOUT ELLEGRA

Ellegra is an online personal styling service that empowers women by helping them find their style. Our style selections for customers are based on the data algorithms we've built using our wealth of customer feedback combined with the intuition and skills of our personal stylists. For more information about Ellegra, please visit <https://www.ellegra.com.my/>

ABOUT THE ROLE

Activities

OPS

- Plan and execute on orders fulfillment
- Work closely with the team to plan big marketing push (e.g. influencers)
- Coordinate with delivery & collection partners to ensure swift delivery of orders and returns
- Manage a team of packers and other OPS personnel

Third party partner management

- Review third party partners reports against our own data and approve payments
- Continuously review rates and re-negotiate as and when appropriate
- Monitor and optimise delivery & collect experience for the user (keep track of issues met by users and report it to partner and internally, diversify third party partners)

Customer centric

- Assist customer service executive in responding to customers' requests as required
- Streamline and automate where possible

Strategic

- Review current OPS process and continuously improve them

Others

- 5x a week | Location : Ritze Perdana | Work contract

Requirements

- Excellent organisational ability & strong communication skills
- Exceptional attention to detail
- High proficiency in English and Malay
- Roll up your sleeves mindset
- Passionate about innovation and solving problems using technology.
- Interest in fashion is a plus

Compensation: Rm2,500-Rm3,000 depending on experience

To apply, send your resume/portfolio to gwen@ellegra.com.my