



Dots Operations Lead – Job Description

Travel	Dots Operations Lead
Reporting To	Operations Director
Job Type	Full Time till March 2023 - Part Time till August 2023
Job Responsibilities:	
<u>Financials & Suppliers Management:</u>	
<ul style="list-style-type: none">● Scout and negotiate the best deals & prices from the suppliers on a regular basis and as per corporate requests.● Responsible for any financial negotiations & contracting with the suppliers.● Responsible for financial settlements and following up with the accounting department to ensure clients down & final payments are done on time.	
<u>B2B Order Fulfillment:</u>	
<ul style="list-style-type: none">● Attend client meetings with the Business Development Unit as needed, understand the client needs and evaluate the deal production & operations due date for delivery.● Communicate and arrange with the production house the needed order, and agree on the delivery date for the order sample.● Present the sample to the client for approval.● After clients' approval, ensure with BD that the invoice is issued, the down payment is done from the client side.● Follow up on the production with the production house.● Ensure order delivery on time with high quality.● Follow up on final payment, and gather feedback from the client.	
<u>B2C Order Fulfillment:</u>	
<ul style="list-style-type: none">● Communicate and arrange with the production house a bulk order at the beginning of dot season, and agree on the delivery date for the order sample.● In alignment with the marketing department, collect online requests.● Prepare the client order and ensure the quality in terms of sorting, wrapping and packaging.● Coordinate with the shipping company the order to be delivered to the client.● Take feedback from the client, and follow up in case there is any problem.	
<u>Online & Offline retailers:</u>	
<ul style="list-style-type: none">● Managing online & offline distributors in regards to stocking.● Follow up on retailers to ensure restocking in proper timing.● Follow up on retailers to see if there is a need for product redistribution.	
<u>Quality Control & DataBase:</u>	
<ul style="list-style-type: none">● After receiving the orders from the production house, ensure the quality of each single planner.● Return back any planners that are not following Dots quality standards.● Ensure client orders are met with all the needed requirements, sorted, wrapped and packed as per the set standards.● Responsible for creating & updating the database with all the contacts & information needed.	

**Business Development & Marketing Efforts:**

- Align & receive from the marketing departments any clients orders in order to work on and deliver to the client.
- In coordination with the business development and the marketing departments, work on special edition deals, special discounts or any other updates for the season.

Team Management:

- Build the capacity, manage and train Dots operations team
- Monitor and evaluate the performance of Dots operations team.
- Set Dots operations plan and assign tasks to the team in terms of the messenger & the operations coordinators roles.

Required Competencies:

- **Ownership & Commitment:** The willingness to put the organization's goals as a priority and achieve excellence by taking personal responsibility for the quality and timeliness of work commitments.
- **Agility:** Demonstrating positive attitude and quickly adapting one's approach to changes in business environment, processes and structure.
- **Client Focus:** Focusing on achieving results consistent with the organization's objectives and resolving problems to accomplish tasks smoothly.
- **Planning & Coordination:** Proactively planning, establishing priorities, allocating resources, implementing and communicating plans and monitoring and adjusting work to accomplish goals.
- **Team Building:** Building capable, diverse and cohesive teams as well as driving their performance by encouraging participation and sharing of ideas that align with the organization's strategy and goals.

Job Requirements:

- Education: Bachelor Degree.
- Experience: 3 -5 years of related work experience.
- Average Level of English proficiency.
- Working with production houses is recommended.
- Experience in the startup ecosystem in Egypt is preferred.

Working Hours

8 hours/day – 26 days

Environmental Conditions:

50% Indoor – 50% Outdoor

Location

El Rehla Office – DownTown