

OPERATIONS ASSOCIATE

Role background

Wolt is a Finnish technology company and we're best known for our food delivery platform. We launched in Serbia in 2019 and have since then started conquering local food delivery scene. As we age, we also grow rapidly and we are looking for more talented individuals to join us. We're currently looking for an Operations Associate to join our Operations team in Belgrade, Serbia.

As our Operations Associate, you will be responsible for onboarding and training our new Courier Partners in Serbia. You will make sure that our Couriers Partners have everything they need in order to provide the best quality of service throughout all stages of delivery - from our restaurants to the customers. In our Operations team, no day is the same, so you need to be self-motivated, driven to succeed and have excellent interpersonal, and community-building skills! Our operations run seven days a week in Serbia - although this role is mainly a Monday-Friday job, sometimes it will require you to be available on the weekend.

What you'll be doing

- Onboard, retain, and grow the number of happy Courier Partners on Wolt's platform, to ensure a healthy and sustainable delivery operation across Serbia.
- Leading and managing Courier introductions and onboarding.
- Holding Round-table meet-ups.
- Taking care of all Courier off-boardings.
- Managing inventory.
- Managing daily supply.
- Training and keeping our Partners up to speed with any urgent cases.

Our humble expectations

- You are a people person, an excellent communicator and a big team motivator, as you will have daily contact with our Courier Partners.
- Ability to lead by example and show the direction, as well as the genuine will to support your team members and your Courier Partners on their way.
- You are a fast learner and attentive to both small details and the bigger picture.
- You're an expert when it comes to handling crowds and you are confident in expressing your social skills.
- Thorough and organised - you accomplish tasks with all ends tied and have great attention to detail.
- Proactive planner and thorough thinker as you constantly seek new ways to improve processes.
- You have a can-do attitude and are ready to roll up your sleeves and get to work in a fast-paced startup environment.

Flexible in terms of working hours, as you might need to work during weekends occasionally.

Preferably a background in training and guiding groups and individuals.

Fluent in Serbian and English.