

## **ROLE PROFILE: Operations Manager - Marketplace, Bob Shop**

**Location:** Bryanston, Johannesburg

### **About Us at Bob Group:**

At Bob Group, we're on a mission to revolutionise e-commerce in South Africa by simplifying and enhancing the online shopping experience. Our innovative platform combines a marketplace, online payment solutions, logistics, and parcel lockers - all powered by cutting-edge technology. We are growing fast and looking for passionate individuals to join our collaborative, no-nonsense team.

We believe in transparency, flexibility, and ownership, and we've created a work environment that fosters personal growth and empowers you to make an impact from day one. Say goodbye to corporate red tape and hello to a place where your contributions truly matter.

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### **What You'll Do:**

As the **Operations Manager for our Marketplace, Bob Shop**, you'll oversee the day-to-day running of the business, taking a hands-on role in the Customer Service, Courier Support, and Security teams. Your leadership will ensure operational excellence, drive growth, and uphold the platform's security and client satisfaction.

Your day-to-day will include:

### **Operational Management:**

- Execute strategic plans to achieve business objectives and results.
- Lead a team of leads across customer service, courier support, key accounts and security.
- Drive performance management, recruitment, and other performance-related issues within the operational teams to ensure a healthy and high-performing customer team.
- Responsible for managing the Terms and Conditions of the website, ensuring it is reviewed regularly and updated as needed to remain accurate, compliant, and relevant.

- Collaborate with Finance, Tech, Marketing teams and other business units within Bob Group to optimise and improve marketplace operations.

### **Customer Service Management:**

- Perform a comprehensive analysis of key performance indicators (KPIs) quarterly to evaluate support capacity in relation to demand. Compare actual performance against targets, identify emerging patterns, and implement corrective measures as needed to maintain optimal service levels
- Lead the client support team, resolving escalated issues and maintaining high service standards.
- Implement and refine customer care protocols, ensuring SLA adherence and efficient process flows.
- Monitor helpdesk performance, addressing bottlenecks to enhance responsiveness.
- Ensure that monthly Quality Assurance (QA) processes are conducted consistently, with timely feedback provided to the team for continuous improvement.
- Oversee the overall training programme at Bob Shop, ensuring its effectiveness in enhancing employee skills and performance.

### **Courier Support Management:**

- Manage the courier support team to ensure timely and efficient order fulfilment via our courier network.
- Continuously track courier performance, enforcing SLA compliance through structured monthly review meetings.
- Administer the Transit Cover policy and program, overseeing the claims process by reviewing and approving claims to ensure fair and consistent application of policy terms.

### **Platform Security:**

- Investigate and resolve security-related incidents, handling sensitive cases with discretion.
- Strengthen platform security measures and manage the security team.
- Stay updated on relevant legislation impacting trade on Bob Shop.
- Ensure that all products listed on the marketplace are legal and align with the listing policy

### **Business Development:**

- Partner with the Business Development Lead to drive initiatives supporting key account growth opportunities and new business initiatives.
- Oversee the Key Account team to drive business goals.
- Develop initiatives to foster engagement and growth within the Bob Shop community.

### **System & Office Infrastructure:**

- Manage and maintain essential support systems, including phone systems, help desk, CRM, and other software, ensuring seamless functionality.
- Oversee annual contract negotiations and renewals to optimise service agreements.
- Support the development of a harmonised office environment that enhances productivity and teamwork.
- Drive internal communication strategies to ensure all staff are well-informed about new product releases and critical updates that impact customers and employees.

### **Reporting & Collaboration:**

You'll report directly to the Head of Marketplace while working cross-functionally to ensure Bob Shop's operational health and growth.

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### **What We're Looking For:**

We need someone who has:

- **Education:**
  - ◆ **Essential:** Tertiary qualification in a business or other related field.
  - ◆ **Preferred:** Post-graduate diploma.
- **Experience:**
  - ◆ **Function-related experience:** 5+ years in an operational function with a proven track record.
  - ◆ **Industry-related experience:** E-commerce or online platform experience is highly advantageous.

- ◆ **Technical proficiency:** Technical experience is advantageous. Working with tech teams, creating feature specifications and bug reports, and working with SQL, Excel, and Google Sheets.

→ **Key Skills:**

- ◆ **Results-driven:** Ability to set deadlines, prioritise, and deliver outcomes.
- ◆ **Leadership:** Strong people management skills with the ability to motivate teams with empathy.
- ◆ **Problem-solving:** Logical approach to conflict resolution and operational challenges.
- ◆ **Communication:** Excellent verbal and written skills for stakeholder engagement.
- ◆ **Collaboration:** A team player who works effectively across departments.
- ◆ **E-Commerce acumen:** Understanding of online platforms and digital business models.
- ◆ **Organisational skills:** Ability to prioritise tasks effectively and manage multiple responsibilities.
- ◆ **Ownership & accountability:** A proactive mindset with a sense of responsibility for tasks and outcomes.

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**Why You'll Love Working Here:**

- **Growth Opportunities:** We're committed to your career development, learning new technologies, taking on new challenges, or advancing your career.
- **Inclusive & Transparent Culture:** We value openness, transparency, and ownership. Everyone's voice matters, and you'll be heard.
- **Work-Life Balance:** Enjoy an office-based role with structured hours and occasional after-hours availability for critical escalations.
- **Supportive team:** You'll work alongside talented, driven people who are passionate about what they do and who genuinely support each other.
- **Impactful work:** You'll play a direct role in improving the customer experience and helping our courier partners succeed.
- **Perks:** From good coffee to snacks, we ensure you're fueled for success.

### Is This Role for You?

If you are a results-driven professional with strong leadership skills, a logical approach to problem-solving, and a talent for effective communication, this role is perfect for you. We're looking for someone who can collaborate across teams, take ownership of tasks, and thrive in a fast-paced e-commerce environment. With excellent organisational skills and a proactive mindset, you'll play a key role in driving outcomes, managing priorities, and ensuring operational success.

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### Apply Now:

If you're ready to take the next step in your career and make a real impact at Bob Group, we'd love to hear from you. Join us and be part of a team that's transforming the e-commerce landscape in South Africa.

Ready to make an impact? Let's chat!