

# Job Description of Regional Operations Manager role for Chennai location.

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For this opening we require potential candidates of 2013 batch who are proficient in speaking Tamil Language.

## **Company's Insight (Fastest Growing Real estate map based portal)**

The company was set up in 2012 by a group from IIT Bombay. It enables real estate brokers to upload unlimited listings on the site while users can search properties for free. The venture is owned and operated by Mumbai-based Firm and currently has 30 IIT graduates on board. The service is currently available in eight cities—**Delhi, Mumbai, Bangalore, Pune, Gurgaon, Chennai, Noida and Ghaziabad** and are planning to expand globally as well in the next span of 6-12 Months.

## **Job Responsibility**

1. This position requires risk analysis, critical thinking and the ability to provide solutions to the benefit of the company, individual branches, and projects. Excellent problem solving skills are required;
2. Ability to evaluate and manage the resources and processes required for the successful completion of projects. Ensuring that the individual branches focus on Safety, Quality, Customers Service, and Profitability;
3. Ability to understand and manage the Region's performance to key performance metrics.
4. Work to ensure that we are delivering an excellent customer experience and address escalated customer concerns as necessary

## **Desired Profile:**

1. Maintain effective written and oral communications with clients, employees and the operations team.
2. Knowledge of Microsoft Office (Word & Excel) and familiarity with computer basics is preferred.
3. Knowledge of supervisory techniques to manage, motivate and train employees.
4. Ability to prepare reports and present information to customers.
5. Must have attention to detail and critically think through and resolve problems.
6. Must have customer service skills and be able to maintain a consistent, high level of service.

7. Must have ability to multi-task, manage multiple accounts and establish priorities.

**8. Should know local language-Tamil**

Designation: Regional Operation Manager

**Awaiting your positive response.**

Thanks & Regards,

**Riya Kapoor**

**Executive Search | Executive-Talent Acquisition**

Office: 011 41649091

GF, Building No 16, LSC, Madangir, Near Pushpa Bhawan, New Delhi 110062

Email: [riya@exsearch.in](mailto:riya@exsearch.in) | [www.exsearch.in](http://www.exsearch.in)