

# Turkey Jobs Expertini®

## Operational Excellence Executive

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Company: Gorillas

Location: İstanbul

Category: other-general

## Operational Excellence Executive

Were Getir, the pioneers of super-fast delivery. Our founding idea: Groceries in minutes, delivered to your door through our app. Now offering more delivery models across different locations, our goals are made possible by our one-of-a-kind business model with our unique technology at its core. We know that our global ambitions can only be accomplished with exceptional people, and that is where you come in. Our rapidly growing environment is the perfect opportunity to take initiative and create your legacy.

Operational Excellence team ensures the continuity and development of the field. Its all about enabling efficient service quality of Getir by partnering with other teams and field. We work with Speed of Getir. We learn on the way. We work with innovation and passion for what we do. Operational Excellence team aspires to be the best team who delivers objective and reliable insights to support the growth of Getir.

### What You'll Be Doing?

Ensuring smooth and clear communication of the field team with other departments,

Analyze and benchmark various operational processes, ensuring the continuity of operations development,

Leading projects and implement processes that deliver improvement toward % conformance to operational requirements.

Maintaining service levels and ensuring customer satisfaction by supporting daily operations through analysis of KPIs,

Ability to motivate, counsel, and constructively deal with people at all levels.

Capture, clarify, and align the strategic targets by creating deployment plans that will quantify current state and create a road map to address gaps where objectives are not being achieved,

Develop training material and assist with training where required.

### **What You'll Be Bring?**

Bachelors Degree,

Min 4 years experience in retail, operation or strategy

Proficiency in English both verbal and written,

Enthusiasm for working in an imperfect dynamic startup environment, being comfortable with doing things differently,

Always being eager to learn and develop yourself,

Analytical and problem solving skills,

Good commands of MS Office programs, PowerBI and Tableau is a plus.

### **You as a Getirian**

You are a good person first, everything else is secondary. You are a champion of growth, and actively strive to be the best version of yourself, for you and your team. You value diversity, and embrace ideas over hierarchy. You aren't afraid to learn and re-learn at Getir speed. You are an initiator, in charge of your own story and your legacy.

**Benefits**  
Once-in-a-career opportunity to make an impact in one of the fastest-growing mobile-commerce businesses in the world.

Take charge of your own career growth with us through professional development opportunities! We really mean it when we say that upward and sideways mobility are some of our favorite terms.

Working in a diverse and dynamic environment with our international team of thousands of Getirians across the globe.

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