

## **Job Title: VP | Operations**

### **Overview**

In this role, you will be leading the operations vertical of Smartworks to drive and be an integral part of writing the aggressive growth story of Smartworks. You will be closely working with the management team to create an impact across the operations vertical. You are expected to be extremely passionate about solving problems at scale and a person who does not take no for an answer easily.

### **Duties & Responsibilities (But not limited to)**

- Strategically lead multiple operational departments including security, hospitality services and facilities.
- Work closely with the Chief Of Staff & Strategy to optimize the operational efficiency and P&L of all centres pan India.
- Leverage analytics to identify and recommend opportunities to optimise business operations.
- Drive the success of community management teams.
- Manage teams to achieve the desired outcome across all KPI's.
- On an ongoing basis audit key business processes and recommend improvements.
- Responsible for all the zone level operations teams and their performance.
- Provide guidance and direction to subordinates, including setting performance standards and monitoring performance.
- Identify the developmental needs of others and coach, mentor, or otherwise helps others to improve their knowledge or skills.

### **Skills Required**

- 10+ years of experience in hospitality, property management or other related fields
- Deep understanding of building and real estate financials
- Strong understanding of building mechanical systems
- Superior communication skills (written and oral)
- Analytical skills and a problem-solving approach
- Logical and critical thinker, strong in solving quantitative problems
- Demonstrated ability to accomplish ambitious goals
- Keen observation skills to drive meaningful and actionable insights
- A hustler with an interesting life story

## Qualification

- Undergraduate degree in any stream

## About Smartworks

In less than **2.5 years** since our inception Smartworks today is India's largest provider of **agile workspaces** with a footprint of more than **2 million Sq Ft** across **18 locations** in **9 cities** (Delhi-NCR, Kolkata, Bangalore, Mumbai, Hyderabad, Chennai and Pune) catering to more than **300 organizations** across large enterprise, SME's and start-ups including the likes of **Jaguar Land Rover, Microsoft, Hitachi, Swiggy, Rivigo** and **Lenovo** to name a few.

With demand for agile workspaces growing rapidly across Tier 1 & Tier 2 cities, Smartworks is targeting **5 million Sq Ft** of managed office space over the **next three years**.

