

## JOB POSTING REQUEST FORM

| JOB DETAILS                                     |  |
|---|--|
| Reference #                                     | CC-804-2022  |
| Company Name                                    | Toters   |
| Industry  | E-commerce   |
| Vacancy   | Operations Supervisor  |
| Number of vacancies for that position           |  |
| Job Type <i>(FT, PT, Contractual, Seasonal)</i> | FT   |
| Major(s)  | Business Administration or related major   |
| Degree  | Bachelor degree  |
| Years of Experience                             | 1 to 3 years   |
| Location  | Jal Dib  |
| Remuneration & Benefits                         |  |
| Currency (LBP, Dollar, Lollar)                  |  |
| Tasks & Responsibilities                        | <p>Monitor the order queue for any new orders and manage the new order assignment process up to 6 days a week using the automated system</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Follow up on previous or canceled orders with the relevant department to ensure delivering excellent customer satisfaction.</li> <li><input type="checkbox"/> Follow up on assigned orders with phone calls to drivers, to ensure orders are received and being processed without any issues and addresses are accurate.</li> <li><input type="checkbox"/> Escalate any issues with orders, especially live orders that require administrator intervention, and use administrator capabilities in the system to re-assign orders to other drivers if necessary.</li> <li><input type="checkbox"/> Meet the KPI targets for order fulfillment and service quality.</li> <li><input type="checkbox"/> Handle and report daily issues with drivers while they are delivering.</li> </ul> |