

FC Area Manager

Location: Delhi/Mumbai/ Hyderabad/Chennai/ Bangalore

Amazon Operations:

Amazon Worldwide Operations is the underlying fulfillment and customer service engine that ensures Amazon creates the same consistent, world-class customer experience every time.

We are looking for high-potential, flexible, innovative, and forward-thinking professionals to join our India Operations team. Are you ready to drive high-visibility, strategic, revenue-generating projects as well as leverage Lean methodologies to lead Operational process improvement initiatives? Are you equally comfortable digging into business requirements as you are drilling into architecture and design with development teams.

Join the Operations team as a Area Manager. We are looking for candidates with a strong record of owning and executing strategic, cross-functional projects as well as partnering with other teams to drive key Operational process improvement programs.

This role requires working with business teams across the company to define requirements and high level process/system solutions, leading cross-functional teams and managing the timelines for field operations teams to support project launches. To be customer centric, work on operational metrics, high focus on quality, productivity& safety. This position involves regular communication with senior management on status, risks and change control. Cross-team coordination, project management and executive presentation skills are essential, as are a willingness to “roll up your sleeves” and get into the details that will make Operations world-class.

An Area Manager is a manager with a bias for action. You will manage day-to-day operations in one of the segments from inbound to outbound (receiving, stowing, picking, packing, and shipping) and liaise with other departments so as to ensure the smoothest flow of operations. Through your work, you will continuously improve the functionality and level of service that the Fulfilment Centre provides to our customers.

Responsibilities:

You will be managing aspects of output in your area: people management, metrics, productivity targets, and process improvements. The extent of your duties will include:

- Maintain health and safety standards within area and promote a positive health and safety culture on site.
- Lead, manage and mentor a large and diverse team of associates in a specified department within a very fast-paced and high-volume environment.

- Take responsibility for all HR related activities within the team, including Employee Relations and Time Recording activities.
- You have a troubleshooting mindset and analytical capability to be able to drive and conduct dive deep analysis on complex processes. Achieve productivity targets, reduce cost per unit, eliminate errors, and deliver excellent service by managing accurate and timely collection of data to update operations metrics daily.
- Be involved in projects and liaise with all teams cross the FC and/or relevant external actors as required. Establish collaborative relationships with individuals from other functions to achieve the goal.
- Be continuously proactive and create a culture of on-going process improvement within the workplace using KAIZEN and LEAN methodologies.

Qualifications

The successful candidate will:

- Have a Bachelor's degree or equivalent qualification
- Have experience in leading and motivating a significantly sized team.
Have an understanding of inventory control and systems.
Thrive on change, inclined to operate with flexibility and commit the time required to get the job done.
- Work shifts, including weekends, in an operational 7/365 environment.
- Willing to relocate if necessary.

Preferred Qualifications

- Master's degree or equivalent
- A grasp of KAIZEN and LEAN methodology techniques would be welcome.
- We are looking for candidates who are from core Operations background with people management experience.
- Preferably from a manufacturing/production based companies.