

# Indonesia Jobs Expertini®

## Manager, Process Excellence

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Company: Grab

Location: Indonesia

Category: other-general

### Life at Grab

At Grab, every Grabber is guided by The Grab Way, which spells out our mission, how we believe we can achieve it, and our operating principles - the 4Hs: Heart, Hunger, Honour and Humility. These principles guide and help us make decisions as we work to create economic empowerment for the people of Southeast Asia.

### Get to know the Team

The Process Excellence team is a dynamic team responsible for ensuring the operational processes for Merchant are as seamless as possible as well as overseeing strategic project implementation. We make an impact by acting as a think tank in fostering continuous improvements in Merchant and eaters' experience through various experiments and project implementations. Our team is made up of creative, curious, and highly motivated individuals. If you are looking for a collaborative and dynamic team, then you should join our team!

### Get to know the Role

We are looking for a Process Excellence Manager to lead the Process Excellence team in fostering continuous improvements in the end-to-end Merchant operational processes. The role also manages and monitors Central Operations strategy and planning to ensure every department is on the right track in achieving their key metrics with the allocated budgets. We believe a successful candidate has good stakeholders and project management skills as well as the ability to learn various processes quickly, but if you believe you have what it takes then we'd love to hear from you either way.

### The Day-to-Day Activities

Assess potential ops process/ framework standardization across Food operating cities

Lead discussions with stakeholders in understanding ops pain points and perform impact analysis

Strategize and execute end-to-end ad hoc projects in collaboration with cross-functional teams

Lead socialization and change management activities during project implementation

Monitor project impact and metrics to ensure project targets are met

Lead internal team process and org improvements/ efficiency

Develop and monitor overall Central Operations strategy, key metrics, and budgeting

Continuously explores and spearheads strategic planning to improve Central Operations efficiency

Facilitate alignment meetings to ensure a smooth and efficient project execution with multiple stakeholder

### **The Must-Haves**

You have Heart, Hunger, Honor and Humility

More than 5 years of work experience in Consulting, Operations, and/or Project Management

Excellent interpersonal and stakeholder management, not only independent but also a good team player with a customer-oriented mindset, and experienced working with large cross-functional teams

Ability to communicate complex information and data effectively

Strong analytical, organizational, excellent communication in both written and spoken English

Strong business acumen, resourcefulness, stakeholder management and problem-solving skills

Self-driven, motivated, entrepreneurial, structured thinking and results-oriented; ability to own outcomes and make things happen

Upbeat and passionate about making an impact on the business and stakeholders

Highly comfortable working with database and tools

### The Nice-to-Haves

Critical & Analytical thinking skills would be an advantage

SQL language

### Our Commitment

We recognize that with these individual attributes come different workplace challenges, and we will work with Grabbers to address them in our journey towards creating inclusion at Grab for all Grabbers.

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### Cross References and Citations:

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