

Senior Operations Specialist

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Company: Beam Mobility Holdings Pte. Ltd.

Location: Australia

Category: other-general

Beam is Asia Pacific's largest shared micromobility company, on a mission to turn little drives into better rides and make cities flow better for everyone. Shared micromobility is one of the fastest-growing industries in the world, and we're leading the way in Asia Pacific. We have established operations in Australia, New Zealand, South Korea, Thailand, Malaysia, Turkey, Japan and Indonesia. In Australia & New Zealand, Beam has e-scooter and e-bike operations across more than 30 cities - including most state and territory capitals. Here at Beam, we have gathered a team with a passion for innovation and technology. We tackle new challenges every day as a group of problem solvers, determined to make a positive impact on people's lives and the future of the planet.

Duties Responsible for leading our operations across Greater Sydney - managing thousands of our electric vehicles. Lead, manage, and mentor a team of Marshals and Fleet Technicians to keep operations running as efficiently as possible. Work shoulder to shoulder with Marshals and Fleet Technicians both in the field and on the warehouse floor, to maintain a deep understanding of day-to-day operations, assist during busy periods and occasionally on weekends as required. Strive to meet operational KPIs and keep abreast of financial metrics week to week. Work closely with and provide on the ground insight to the Regional Operations Manager. Work directly with external stakeholders (e.g. council staff) to resolve operational issues as they arise. Oversee our Marshals and Fleet Technicians through activities such as: Setting the weekly roster for Marshals and Fleet Technicians. Onboarding and training new starters. Providing clear and concise direction and performance manage team members where required. Ensuring staff adhere to all internal safety standards and operating procedures. Manage warehouse

operations, through activities such as: Ensuring that the warehouse operates at peak efficiency, with safety and quality of repairs being the primary goal Monitor and maintain stock accuracy by ensuring physical stock is in line with the inventory management system and ensure all stock movements are recorded to ensure accuracy. Take initiative and ownership to identify and solve problems when they arise. Prior experience managing a team or warehouse, such as in the transport / logistics industry. Team management and organisation is cornerstone to this position. You are a proactive self-starter and bring a hands-on attitude with a natural drive to seek out continuous improvement. Strong written and verbal communication and ability to manage external stakeholders effectively via email and phone calls. Smartphone proficient - used with all our e-scooters. High attention to detail. Articulate and with exceptional organisational skills. Growth mindset & willingness to learn new skills. Ability to work through problems under pressure and find a resolution Ability to be resilient, assertive, optimistic and open to change. Physically fit to lift e-scooters (25kg) Familiar with Office or Google Suite of applications (Sheets, Slides etc) Strong Excel skills or SQL Knowledge is a bonus

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