



<https://old.transcorp-intl.com/job/area-manager/>

Area Manager

Description

The Area Manager is responsible for leading end-to-end operations across multiple dark stores, ensuring high performance, customer satisfaction, and adherence to company standards. This role demands strategic thinking, operational expertise, and strong leadership to optimize store performance and create a seamless customer experience.

Responsibilities

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Key Responsibilities

- Oversee end-to-end operations of multiple dark stores, including inbound, inventory, outbound, and last-mile delivery processes.
- Monitor key performance metrics such as order fulfilment rates, delivery timelines, inventory accuracy, and operational costs to ensure targets are met or exceeded.
- Drive operational excellence by implementing lean practices, Kaizen, and other productivity tools, continuously optimizing workflows and reducing inefficiencies.
- Ensure accurate stock management, replenishment, and inventory audits across all stores while minimizing wastage, losses, and damages.
- Lead and mentor Dark store supervisors and delivery teams fostering a culture of continuous learning, engagement, and performance.
- Develop and implement manpower planning, rostering, and training programs to meet operational demands and enhance productivity.
- Ensure compliance with safety, hygiene, and local regulatory requirements while maintaining high standards of operational quality.
- Collaborate with procurement and cross-functional teams to ensure seamless stock availability and to resolve supply chain bottlenecks.
- Address customer complaints and feedback, partnering with customer support teams to enhance the shopping and delivery experience.
- Conduct experiments and pilots to challenge assumptions, improve operational processes, and scale business growth within the region.

Hiring organization

Transcorp International

Employment Type

Full-time

Industry

Logistics, Transport

Job Location

Riyadh, KSA

Date posted

May 26, 2025

Qualifications

- Bachelor's degree in Business Administration, Supply Chain, Operations Management, or a related field.
- 5+ years of experience in logistics, e-commerce, or dark store operations, with a proven record of managing multiple locations.
- Strong leadership and decision-making skills with the ability to inspire, coach, and guide diverse teams.
- Expertise in inventory management, warehouse operations, and last-mile delivery processes.
- Proficiency in warehouse management systems (WMS), MS Office, and other relevant tools will be an added advantage
- Excellent problem-solving skills, with an analytical mindset and attention to detail.
- Ability to thrive in a fast-paced, high-growth environment, balancing multiple priorities effectively.
- Knowledge of cold chain logistics or temperature-sensitive operations is a plus.

KSA driving license is mandatory.