

Pathao Courier

Position- Assistant Manager, Inside Dhaka Operations (ISD)

Employment Type: Permanent Location: Gulshan, Dhaka

The incumbent will have the responsibility to:

- Oversee the daily operations of the Pathao hub(s) Inside Dhaka city
- Ensure efficient management of resources, including personnel and equipment, to support hub operations
- Lead and manage a team of hub coordinators, executives, or staff and provide guidance, coaching, and support to ensure a high level of performance
- Continuously review and improve hub operational processes to enhance efficiency, productivity, and customer satisfaction
- Ensure the quality of services provided at the hub, implement quality control measures and address any issues promptly
- Define and monitor key performance indicators (KPIs) for hub operations as well as analyze performance data to identify areas for improvement and implement corrective actions.
- Coordinate with customer support teams to address customer inquiries, complaints, and issues related to hub operations
- Manage budgets and financial resources allocated for hub operations to track expenditures and ensure cost-effective operations
- Ensure compliance with local regulations and government requirements related to hub operations
- Provide training and development opportunities for hub staff to enhance their skills and knowledge
- Prepare and maintain documentation of regular reports on hub operations performance and share findings with senior management
- Collaborate with other departments, with cross-functional teams to align ISD operations with overall company objectives
- Develop and implement contingency plans for handling emergencies or unexpected disruptions in hub operations
- Explore innovative solutions and technologies to improve the efficiency and effectiveness of hub operations

The incumbent should bring along the following:

- Bachelor/Master degree in any discipline (Supply Chain or relevant field will get preference)
- Minimum 4 - 6 years of practical experience in courier/logistics.
- Team management skills, including both coaching and enforcement
- Analytical mindset with a data-driven approach to sales strategies
- Proficiency in Microsoft Office and G-Suite collaboration tools (Expertise in SQL will be given preference)
- Excellent communication and team management skills

Here's What You'll Enjoy at Pathao!

- Industry-competitive salary package
- Two annual festival bonuses
- Leave encashment
- Comprehensive insurance coverage
- Gratuity benefit
- Meal Allowance
- Phone allowance
- Exclusive employee discounts on Pathao services
- A dynamic & collaborative workspace

If you are interested to know more about the mentioned positions, please do check out the detailed **Job Descriptions** in the **Application Form** and kindly **Apply**
- https://lnkd.in/g_KaFkHE

We will be accepting applications till **January 19, 2026**