

We're Hiring: Team Leader – Operations (3–6 Years Experience)

Company: Zenexa Infotech

Location: Infocity, Gandhinagar

Employment Type: Full-Time | Permanent

About the Role

Zenexa Infotech is seeking a dynamic and detail-oriented **Team Leader – Operations** to oversee and streamline daily business operations. The ideal candidate will have proven experience in managing teams, driving process improvements, and ensuring delivery excellence. As a Team Leader, you will play a pivotal role in motivating your team, enhancing efficiency, and aligning operational performance with business goals.

Key Responsibilities

- Lead, mentor, and manage a team of 8–12 members, ensuring high levels of productivity and quality.
- Monitor day-to-day operations to ensure smooth workflow and timely delivery of client requirements.
- Track, analyze, and report operational metrics, ensuring targets and SLAs are consistently achieved.
- Drive process improvements and implement best practices to enhance efficiency and accuracy.
- Conduct regular team meetings, training sessions, and performance reviews to build capability and engagement.
- Collaborate with cross-functional teams including Quality, HR, IT, and Client Services to resolve operational challenges.
- Manage escalations effectively, providing quick resolutions and maintaining client satisfaction.
- Identify risks, compliance issues, and bottlenecks; recommend corrective actions proactively.
- Support in planning, resource allocation, and workload management to optimize team output.

Preferred Candidate Profile

- **Education:** Bachelor's/Master's degree in Business, Operations, Management, or a related field.
- **Experience:** 3–6 years of professional experience in operations or service delivery, with at least 1–2 years in a team-leading role.
- **Skills & Competencies:**
 - Strong leadership and people management skills.
 - Excellent communication, coordination, and problem-solving abilities.
 - Data-driven mindset with proficiency in reporting and analytics.
 - Hands-on experience with operational tools, dashboards, and workflow management systems.
 - Ability to thrive in a fast-paced, deadline-driven environment.
 - Knowledge of process optimization techniques and quality frameworks (Lean, Six Sigma, Agile) is a plus.

Why Join Zenexa Infotech?

- Be part of a growth-driven organization where your contributions make a direct impact.
 - Opportunity to lead a talented team and shape operational excellence.
 - Collaborative, innovative, and employee-friendly work culture.
 - Continuous learning and professional development opportunities.
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