

Operations executive (fresher)

Company: [Company name]

Location: [Location] | Work mode: [Work mode]

Employment type: Full-time | CTC: [CTC for the full-time role]

Joining: [Joining date] | Apply by: [Apply by]

About [Company name]

[About your company]

About the role

[Company name] is hiring an operations executive for the [Team] team. You will keep one live process moving from start to finish. When something is late, stuck or wrong, you find out why and get it moving again. You will work every day with vendors, partners and colleagues in other teams, mostly by phone, WhatsApp and email. A manager will show you the process, the tools and the limits of what you can decide on your own.

What you will do

- Track each order, booking or service request from start to completion, and flag any item running late before the customer or the sales team asks.
- Call or message vendors, delivery partners and field staff to confirm pickups, arrivals and completions, and note what each one promised and by when.
- Check that every job has the right documents and details before it moves to the next step, and send it back with a clear reason if it does not.
- Log each delay, damage or wrong delivery with a reason code, and escalate issues beyond your authority within the time the standard operating procedure (SOP) sets, and at once for urgent exceptions.
- Answer status questions from sales, support and finance with facts from the tracker, not guesses.
- Compare counts across records, such as items booked against items delivered, and report every mismatch with the order number.
- Follow the written SOP for each task and note any step that does not match what happens on the ground, so the SOP can be corrected.
- Send your manager a short end-of-day note listing what is delayed, why, and what you will do next.
- Visit the warehouse, site or partner location when asked, to verify a count or collect proof of delivery.
- Suggest one fix for a delay that keeps repeating, backed by the order numbers that show it.

What we are looking for

- Spreadsheet skills: filters, sorting and formulas such as SUM, COUNTIF and VLOOKUP in Excel or Google Sheets.
- Follow-up discipline: keeps a written list and closes every loop with a call or message, without being reminded.
- A polite but firm phone manner with vendors and drivers in the language they use, and clear written messages in English.
- Calm under pressure when several items go wrong in the same hour, and able to say which to fix first and why.
- Willingness to give a straight status, including bad news, instead of hiding a delay.
- Ability to read an invoice, a delivery challan or a booking sheet and spot a missing detail.

- Willingness to make many short calls in a day and to visit a warehouse or site if the role needs it.

Good to have

- Basic knowledge of supply chain, logistics or order handling from a course, an MBA elective or an internship.
- Familiarity with an ERP, warehouse or order-management tool.
- Experience of running a college fest, trip or club event with vendors and volunteers.
- Comfort with shared trackers in Google Workspace.
- A second language spoken by vendors and field staff.

Who can apply

Graduates from any stream fit, with BBA, B.Com, BSc, BA and BCA common. B.Tech or MBA graduates fit where the process is technical or large, and diploma holders suit warehouse or plant-based posts.

How to apply

Apply through this job post by [\[Apply by\]](#). Shortlisted candidates will hear from us about the next steps.

Operations executive intern

Company: [Company name]

Location: [Location] | Work mode: [Work mode]

Employment type: Internship | Duration: [Internship duration] | Stipend: [Stipend for the internship]

Joining: [Joining date] | Apply by: [Apply by]

About [Company name]

[About your company]

About the role

[Company name] is offering an operations internship for students and recent graduates, for the period in this post. You will follow real orders or requests from start to finish, call vendors and partners for updates with a manager's guidance, and keep the tracker current. You will see how a delay is spotted, logged and fixed. Interns who do well may be offered a full-time role.

What you will do

- Follow assigned orders or requests from start to finish, and note each step and who owns it.
- Call or message vendors and partners for status updates, using the script your mentor gives you.
- Update the shared tracker with the status you get, and mark items that have gone quiet.
- Check a sample of completed jobs against their documents and list what is missing.
- Help count stock or verify deliveries during a visit with an executive.
- Write down one repeated delay each week with the order numbers, and discuss it with your mentor.

What we are looking for

- Current student or recent graduate, preferably in commerce, business or management.
- Comfort with Excel or Google Sheets for sorting and filtering.
- Confidence in phoning people they have not met.
- Clear written messages in English and one other language.

Who can apply

Graduates from any stream fit, with BBA, B.Com, BSc, BA and BCA common. B.Tech or MBA graduates fit where the process is technical or large, and diploma holders suit warehouse or plant-based posts.

How to apply

Apply through this job post by [Apply by]. Shortlisted candidates will hear from us about the next steps.

Screening questions to add to your job post

1. **Several orders are due today and a vendor has stopped replying. What do you do first?** A good answer tries another channel or contact, then tells the manager before the deadline passes. Waiting quietly is a warning sign.
2. **Tell us about something you coordinated, such as an event, trip or project, where something went wrong.** Shows follow-up and ownership. Listen for what the applicant did to fix the problem, not who was to blame.
3. **How would you find duplicate order numbers in a long Excel sheet?** Look for conditional formatting or COUNTIF to flag repeated order numbers without deleting records. A good answer checks whether repeats are legitimate order lines before proposing any removal.
4. **A delivery partner says an item was delivered and the customer says it was not. What do you do?** Looking for a process: ask for proof of delivery, check tracking and location details, record both sides, and escalate with evidence.
5. **Which tools have you used to keep track of work, such as Excel, Google Sheets or a to-do app?** Shows whether they already track tasks in a system. A fresher with no tool should at least show a habit, such as a written daily list.
6. **Are you comfortable making many short phone calls to vendors every day?** The role in this template involves frequent calls and sometimes physical work. It is better to find this out now than in the first month.
7. **Which languages do you speak well enough to talk to vendors and delivery staff?** Vendors and partners often speak Hindi or a regional language. Confirm the match with your business before you shortlist.