

Pathao is looking for a proactive operations professional to manage rider onboarding, engagement, and field operations. The incumbent will ensure smooth zone-level operations, monitor rider performance and compliance, and coordinate with cross-functional teams to deliver operational excellence.

The incumbent will have the responsibility to:

- Manage rider onboarding, goodies handover, and maintain accurate rider records.
- Ensure effective rider communication and engagement through regular calls, meetings, and WhatsApp groups.
- Maintain the zonal dashboard and monitor rider performance and engagement.
- Conduct regular field visits to assigned zones and build strong relationships with drivers.
- Monitor rider compliance with goodies and safety gear usage and take necessary actions.
- Identify top and low-performing drivers, arrange engagement sessions, and provide coaching where required.
- Monitor Field Force acquisition performance and resolve zone-level operational issues.
- Coordinate with cross-functional teams to ensure smooth execution of operational activities and timely resolution of escalations.

The incumbent should bring along:

- 1–2 years of relevant experience in operations, field operations, logistics, or rider/driver management, preferably within the ride-sharing, or e-commerce industry
- Bachelor's degree in Business, Marketing, Sales, or a related field
- Strong analytical and problem-solving skills with attention to detail
- Proven ability to manage field teams and ensure service quality
- Excellent organizational, coordination, and time management skills
- Willingness to travel regularly within assigned operational zones and work in a fast-paced, field-oriented environment

Here's What You'll Enjoy at Pathao!

- A dynamic & collaborative workspace
- Competitive salary package
- Two annual festival bonuses
- Leave encashment
- Comprehensive insurance coverage
- Gratuity
- Meal Allowance
- Phone allowance
- Periodic team dinner

- Exclusive employee discounts on Pathao services

If you are a motivated operations professional, who is ready to **Challenge, Create and Change** while contributing to Pathao's growth, we encourage you to **Apply** through the [Application Form](#)

We will be accepting applications till **August 06, 2026**.