

Hiring : Director Operations & Experience



At Gher Tak, our Core Values — Easy, Reliable, and Ownership — drive our vision to transform everyday household shopping into an effortless, enjoyable, and dependable experience through technology and human touch. As Director of Operations & Experience, you will lead the entire delivery and customer experience ecosystem, ensuring GT delivers on its promise to every customer and partner.

Key Responsibilities

- Lead and oversee all GT operations, including fulfillment, route planning, partner delight, and area management.
- Define and execute the Operations & Experience strategy aligned with GT's core values and purpose.
- Set performance standards and KPIs across operational teams.
- Drive continuous improvement in processes, systems, and customer experience.
- Collaborate with technology, marketing, and partner teams for seamless execution.
- Establish governance, compliance, and risk management protocols for operations.
- Represent Operations at senior leadership and investor forums.
- Build and mentor a high-performing operations and experience team.

Key Competencies / Traits

- ❏ Visionary leadership with operational depth.
- ❏ Strategic thinking and execution excellence.
- ❏ Strong customer experience orientation.
- ❏ High ownership and ability to manage scale.
- ❏ Financial acumen and data-driven decision making.

Required Qualifications

- ➔ Master's or Bachelor's degree in Business, Supply Chain, or Operations Management.
- ➔ 8–12 years of leadership experience in logistics, e-commerce, or retail operations.
- ➔ Proven track record in scaling operations and leading large teams.
- ➔ Strong understanding of technology-driven delivery models.

Gher Tak is redefining last-mile logistics by integrating technology, human touch, and local partnerships. This senior leadership role ensures operational excellence, customer satisfaction, and scalable processes across all GT markets.

Please email your updated CV to careers@ghertak.com to join our team in Islamabad.