

# Job: Fulfillment Manager



Location: Islamabad (DHA, Bahria Town and Adjacent Areas)

At Gher Tak, we believe in delivering on our Core Values: Easy, Reliable, and Ownership for our consumers and our teams alike. We aim to transform everyday household shopping into an effortless, enjoyable, and dependable experience through technology and human touch. The Fulfillment Manager plays a pivotal role in making sure this promise is realized in every delivery.

## Key Responsibilities

- Lead and supervise Fulfillment Officers to achieve delivery KPIs (on-time delivery, accuracy, customer satisfaction).
- Coordinate with the Operations team to optimize routes and reduce delivery time.
- Monitor real-time operations dashboards to handle exceptions promptly.
- Conduct training sessions on GT Core Values and standard operating procedures.
- Collaborate with retailers to ensure product availability and packaging compliance.
- Handle escalated customer complaints professionally.
- Maintain performance records, attendance, and route allocation.
- Drive continuous improvement in delivery processes.

## Key Competencies / Traits

- ❖ Leadership with an experience-oriented mindset.
- ❖ Strong organizational and multitasking skills.
- ❖ Data-driven decision making using dashboards and reports.
- ❖ Conflict resolution and crisis management.
- ❖ High sense of ownership and accountability.

## Required Qualifications

- ➔ Bachelor's degree in Business Administration, Supply Chain, or related field.
- ➔ 2+ years of experience in logistics, supply chain, or retail operations.
- ➔ Proficiency with digital tracking tools and Microsoft Office.
- ➔ Knowledge of local market geography and retail dynamics.

*Gher Tak is a digital platform designed to transform everyday household shopping. Our platform connects households with trusted local retailers, bringing groceries and daily essentials directly to their doorstep. We are building a culture of empathy, professionalism, and operational excellence to create a new benchmark in last-mile experience delivery.*

Please email your updated CV to [careers@ghertak.com](mailto:careers@ghertak.com) to join our team in Islamabad.