

# ZEPTO COMPANY

## Shift In-Charge

### Job Profile Details

Placement Cycle

**ARKA JAIN University - Placements 2024-25**

Job Location

Kolkata,Dehradun & Any East Location

Date of Visit

NA

Position Type

Full Time

Expected Hires

NA

Sector

Others

CTC

INR 300000

Category

Level 2 - General

Description

About Company:

Zepto is an Indian Q-commerce company headquartered in Mumbai, India. It was founded in July 2021 by Aadit Palicha and Kaivalya Vohra.As of August 2024, the company is valued at over \$5 billion and operates over 250 dark-stores across ten metropolitan areas in India.

Zepto competes in India's hyper-competitive grocery delivery space. Rivals in the market include e-commerce giant Amazon's India unit and homegrown competitors such as Swiggy Instamart, Blinkit, and conglomerate Tata Group's BigBasket.

Website: <https://www.zeptonow.com/>

Role and responsibilities:

1. Develop & administer onsite assessment procedures, including interviewing & testing dozens of prospective picker/packer candidates on a weekly basis.
2. Develop & administer onsite training procedures, including onboarding dozens of prospective picker/packer candidates on a weekly basis.
3. Ensure a smooth picker/packer hiring and onboarding process and that all candidates are moved through the hiring and onboarding process in a timely manner.
4. Ensure delivery is done as per Zepto operational standards and requirements.
5. Planning and supervise the picker/packers as per available order capacity and allocating orders for deliveries.
6. Ensure all team members are trained and are aware of Zepto operational standards.
7. Ensuring that orders are assigned and delivered within the given SLA, any tech issue to be highlighted on real time.
8. Prepare day end reports and share the updated with respective stakeholders.

9. Collection of cash, accounting and reconciliation of same.
  10. Participate in delivering the shipment/pickup as per operational requirement to the customer when required.
  11. Take ownership of the team assigned to him in terms of motivation, control attrition, handle grievance, grooming, zero customer escalations, training, coaching as per OKR.
  12. Track undelivered shipments and call customer to identify reasons for non-delivery.
  13. Track rider performance at a real time basis to ensure all deliveries are completed as per plan.
  14. Provide support to the riders enroute and take necessary actions.
  15. Ensuring High Delivery % and less RTO, while maintaining the desired Csat and cx NPS score.
- Educational Requirements:

An ability to work and engage with many new hires in a rapidly changing environment  
 A desire to work in a dynamic environment at one of the fastest growing startups.  
 Strong presentation & communication skills (written & verbal)  
 High energy, ability to engage & motivate big groups  
 Shift Details: 6 working days with rotational shifts (flexibility for night shifts is required)

## Open for Courses

### - Jain - Arka Jain University Jharkhand

#### Dip

1. Computer Science ( CSE )
2. Electrical and Electronics ( EEE )
3. Mechanical ( ME )

## Eligibility Criteria

Dip	<i>All students are eligible</i>
Work Experience Criteria	No work experience based criteria defined yet!
Allowed Genders	[Y] Male students [Y] Female students [Y] Other Genders
Backlogs	Students with backlog(s) not allowed

## Hiring Workflow

Resume shortlisting	<i>No Venue/Time specified</i>
	<i>No Venue/Time specified</i>

## HR Interview

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### Additional Info

No additional information