

- **Job Title: Chief Operating Officer**
 - **Location: New Delhi**
 - **Experience: Min 18+ Years**
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Sahakar Taxi is India's first cooperative-based ride-hailing service. We believe in "drivers first, fair rides for all." With Sahakar Taxi, you can enjoy safe, affordable, and reliable transport while supporting local drivers who earn 100% of their fare with no hidden charges.

Position Overview:

Seeking a dynamic and visionary Chief Operating Officer (COO) to lead and scale its operations across India. The ideal candidate will have a proven track record in the mobility/ride-hailing and EV transportation sectors, driving strategic growth, profitability, and operational excellence. This role requires a seasoned leader who can bring deep expertise in fleet operations, business transformation, customer experience, and cross-functional team leadership.

With over total 18+ years of experience, including atleast 3 years in the mobility sector and 5 years in IT/Technology Sector. The candidate should bring proven expertise in setting up and managing large-scale operations, driving productivity improvements, enhancing safety standards, and achieving business turnaround in complex, multi-stakeholder ecosystems.

Why Join us :

- Be part of an ambitious, high-growth organization driving the future of mobility in India.
 - Lead a transformation journey in the evolving landscape of urban transportation.
 - Make a measurable impact through innovation, operational leadership and team building.
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- **Key Responsibilities:**

- **Operational Excellence:**

- Manage a large-scale fleet of owned and leased vehicles, with a strong focus on uptime, reliability, and cost efficiency.
- Oversee day-to-day operations including driver management, customer service, city operations, supply chain repairs maintenance, and charging infrastructure.
- Establish a Central NOC (Network Operations Center) to ensure real-time control, efficiency, and integration across verticals.
- Redesign and implement SOPs to improve turnaround times, reduce downtime, and streamline processes.
- Demonstrated success in scaling EV and non-EV fleets, launching operations across cities, and leading multi-million-dollar business units.

- **Team Management:**

- Build and mentor high-performing cross-functional teams across operations, HR, analytics, procurement, and finance.
- Foster a culture of ownership, continuous improvement, and frontline engagement through initiatives.
- Design and execute engagement programs to enhance driver retention and employee satisfaction.
- Hands-on expertise in operational transformation, ERP deployment, rapid market expansion, and profitability turnaround.

- **Customer & Driver Experience Management:**
 - Lead initiatives to improve customer satisfaction and driver engagement.
 - Ensure high standards of service quality through continuous monitoring and feedback loops.
- **Prepaid Services Oversight:**
 - Manage and optimize prepaid service offerings, ensuring seamless integration with ride-hailing operations and customer convenience.
- **B2B Contract Management:**
 - Negotiate, draft, and manage B2B contracts with corporate clients, fleet partners, and service providers.
 - Ensure compliance with contractual obligations and service-level agreements.
- **Data-Driven Decision Making:**
 - Analyze operational and financial data to identify trends, risks, and opportunities.
 - Oversee preparation of detailed reports and dashboards for internal and external stakeholders.
- **Technology & Partner Management:**
 - Collaborate with tech partners to implement scalable, innovative solutions that enhance platform performance and user experience.
 - Ensure alignment between business needs and technological capabilities.
 - Drive innovation in operations through AI/ML-based systems, app-based workflows, and tech-enabled customer and driver platforms.
 - Leverage ERP systems, real-time data dashboards, and tech tools to support decision-making and performance tracking.
- **Driver Onboarding & Compliance:**
 - Supervise the end-to-end onboarding process for drivers, ensuring compliance with legal and company standards.
 - Implement background checks, documentation, and training protocols.
- **Employee Training & Welfare:**
 - Design and implement training programs to upskill employees and promote a culture of continuous learning.
 - Champion employee welfare initiatives to boost morale and retention.
- **Legal & Regulatory Compliance:**
 - Handle legal matters including regulatory compliance, dispute resolution, and risk mitigation.
 - Liaise with legal advisors and government bodies as required.
- **MIS Reporting & Performance Monitoring:**
 - Oversee the development and delivery of Management Information Systems (MIS) reports.
 - Track KPIs and performance metrics to ensure alignment with business goals.

▪ **Strategic Leadership & Growth:**

- Lead the end-to-end operations of the ride-hailing and mobility business across multiple cities.
- Drive business growth through innovation, sustainable practices, and technology adoption.
- Build and execute strategic expansion plans to scale fleet and city operations.
- Collaborate with the CEO and Board to define and deliver on company vision and performance targets.

➤ **Skills & Qualifications:**

- **Industry:** Mobility / Ride-Hailing / Taxi Services
- **Location:** New Delhi
- **Age (as on 31-July-2025):** 50 Years (Relaxation may be given to exceptional candidates)
- **Education Qualification:** Graduate in Engineering (B.Tech/M.Tech) with a full-time MBA/PGDM/Executive MBA is a must.
- **Tenure Details :** This role is a Fixed term engagement basis for 3 years (may be extended further for 2 years basis performance)
- **Reports To:** CEO
- Proven track record of leading 1,000+ vehicle fleets and teams of 100+ employees across geographies.
- Strong understanding of customer experience metrics, urban transportation challenges, and sustainability in mobility.
- Excellent communication, stakeholder management, and team leadership skills.
- Hands-on expertise in operational transformation, ERP deployment, rapid market expansion, and enhanced profitability.