

- **Job Title: Regional Chief Operating Officer**
 - **Location: East, West & South Regions**
 - **Experience: Min 15+ 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 Regional Chief Operating Officers (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 15+ 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.

EAST- A Regional COO (East) is proposed to be hired to overseas operations in Bihar, Jharkhand, odhisa , WB, and the north eastern states. HQ will be in Calcutta.

West- A Regional COO (West) is proposed to be hired to overseas operations in Rajasthan, Gujarat, Maharashtra, MP, C Garh, and the union territory of Dadar & Nagar Hawali and Daman & Diu. HQ will be located in Mumbai.

South- A Regional COO (South) is proposed to be hired to overseas operations in Telangana, Karnataka, Goa, Puducherry, Kerala, & Tamil Nadu. HQ will be Bangalore.

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 repair s 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:** East, West & South regions
- **Age (as on 31-July-2026):** 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.