



Job Description

Introduction/ About Us

Launched in May 2018, Bounce is the brainchild of Vivekananda Hallekere, Anil G and Varun Agni. Bounce was launched as India's first smart mobility solution, with a mission to make daily commute quick, stress-free, reliable and convenient. With our ride-sharing avatar, we tap into the need for affordable and safe travel options for various daily commuters. Right from covering long distances to providing last-mile support, we aim at addressing diverse mobility needs.

Indigenously built with in-house R&D, Bounce dockless scooters were first launched in Bengaluru and quickly became the desired mode of transport in the city, as well as in parts of Karnataka, Telangana and Andhra Pradesh. In its first year, Bounce facilitated 1,00,000 rides a day with a 30,000-strong scooter fleet on road. Bounce remains one of India's fastest-growing start-ups that has scaled to 100K transactions in a day. Bounce's valuation stood at a staggering 500 million USD in just 11 months from its conception. Expanding from the shared mobility business, Bounce has also ventured into Zuink, which retrofits ICE engines with electric ones. And has also built Bounce Infinity, India's first electric scooter with swappable batteries.

Designation: Operation Executive

Reporting Manager Designation: Manager

Location: Bangalore

Qualification: Any Graduation

Experience: 2-5 Years

Skills Required:

- 2-3 years of experience as Customer success manager or software support manager
- Understanding of SaaS environment
- Must know English & Hindi (other languages will be advantage)
- Immediate joiner/ able to join in a month
- Automobile experience is preferred

Key Responsibilities:

- Act as a single point of contact for Dealers and to the DMS company
- Develop a thorough understanding of our product offerings and explain the dealers
- On boarding and training new dealers and conveying platform functionality and periodic changes/feature updates and own the platform adoption
- Training dealer's team on a regular interval

- Training the company's management and regional team whenever required
- Proactively reach out to the dealers and help them understand new features on the platform and increase engagement
- Provide required data to the regional team or management as per request.