



## Operations Leadership Program

### About Pacifiko

We are an e-commerce platform building a world class e-commerce solution to millions of customers in several countries in Latin America. We were founded in late 2019 and with operations in Costa Rica and Guatemala. We have an expansion roadmap of country launches and product features to continue enhancing the online shopping experience to millions of people. We are growing fast.

For more information, here is what the press says about us: [FORBES CENTROAMÉRICA](#), [REVISTA SUMMA](#)

### Why join us?

There are several reasons why join Pacifiko, here are a some of them:

- *Professional growth opportunities:* we give important areas of responsibility. You will own them since your first day. What you do will make an impact to millions
- *Our mission:* we are building a world class solution which will improve people's lives, by giving them convenience in several fronts.
- *Technology and e-commerce:* we are an e-commerce platform and technology is our backbone
- *Startup/entrepreneurship:* we are a startup funded by venture capital model and you will get to experience the full ride of being part of fast-growing startup.
- *Continuous learning:* you will learn a lot, about several areas.
- *Work with a great team:* our team is formed by a diverse set of people with a common vision to create value for customers.
- *Growth:* we are growing fast and being in a high growth environment is always fun!

### Job Description:

You will be responsible for managing the fulfillment center or last mile operational teams, designing, implementing, and monitoring robust processes. You will own operational metrics for: inventory control, warehouse capacity, throughput, quality, and shipping. You will be required to aspire to operational excellence with the tools and resources at your disposal.

The position includes (but is not limited to) the following responsibilities:

- Responsible for the overall safety, quality and performance of the fulfillment center or last mile operations.
- Use data to make decisions and propose changes. You will document processes, consolidate information, and lead process improvements.
- Own projects from the beginning to the implementation. You will learn about e-commerce, warehouse management and last mile delivery.
- Engage and lead continuous improvement projects.
- Solve problems in an efficient way.



- Ensure that best practices are shared across all departments, shifts, and among the networks.

**Basic Qualifications:**

- University degree or certificate of completion of studies in Engineering, Business, Economics, Math, or similar.
- Fluency in Spanish and English.
- Strong quantitative skills for data driven decisions, attention to detail.
- Exceptional interpersonal and communication (verbal and written) skills.
- Planning, prioritization, and time-management skills.
- Ability to work with large data sets.
- Highly analytical, flexible, action and results oriented, self-starter, comfortable with computer databases and tools.
- Ability to manage multiple priorities in a fast-paced, dynamic environment with a strong bias for action.
- Passion in e-commerce and customer obsessed.
- Interested in learning, owning key deliverables, and making them happen.
- Bias for action and passion for rolling up sleeves and doing what it takes to “get it done”.

You will get to work with interesting colleagues, learn about technology and e-commerce, and make history.

**Location:** This position is based in Guatemala City, Guatemala

**Type:** Full-time position

If interested, please send your CV to [jobs@pacifiko.com](mailto:jobs@pacifiko.com) with the subject: Operations Leadership Program