

Specialist, Business Improvement & Automation

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Company: Grab

Location: Vietnam

Category: business-and-financial-operations

Life at Grab

At Grab, every Grabber is guided by The Grab Way, which spells out our mission, how we believe we can achieve it, and our operating principles - the 4Hs: Heart, Hunger, Honour and Humility. These principles guide and help us make decisions as we work to create economic empowerment for the people of Southeast Asia.

Get to know our Team

The Business Improvement & Automation team is responsible for driving process streamlining, re-engineering, and automation within Regional Operations, to provide the efficiency leverage for the business to grow sustainably. We operate on a project basis and manage the entire project life cycle: identifying the opportunity, defining the problem statement, proposing solutions, scoping the requirements, building the business case, facilitating improvement workshops, redesigning processes, devising automation specifications for the automation engineers, and supporting the roll-out. If you are looking for exciting challenges, organizational wide impact and to be part of a high-performing team then we're the right place for you!

Get to know the Role

We are looking for a new Specialist to join one of our Business Process Improvement Teams. We believe a successful candidate has great problem solving, project management and excellent communication skills to bridge between business stakeholders and automation engineers. This role is required as we expand the team and continue to take on new opportunities. You will get to innovate solutions to increase efficiency, lower manpower requirements & help solve pressing problems across the organization. Your work will have a huge impact on business operations by improving the performance and SLA of processes.

The Day-to-Day Activities

You will manage end to end business improvement and automation projects regionally, across all departments and functional areas. Your core responsibilities will include:

- Identifying operational improvement and automation opportunities and recommending initiatives advancing the company's key objectives
- Diagnosing complex operational problems and developing compelling, data-driven solutions
- Using quantitative and qualitative analysis to drive management decisions
- Owning and implementing projects identified as key priority by the senior leadership
- Building and maintaining strong relationships with business and technology stakeholders
- Driving process re-engineering or, in the case of new businesses launched by Grab, designing new, scalable processes to support rapid growth
- Coordinating across operational and technical teams to rapidly deliver the projects

The Must-Haves

- Bachelor's / Master's degree in Engineering or Business disciplines from top-tier institutions with a strong academic record.
- 4+ years of experience, preferably with project management or business process improvement, including process mapping, operating model design, transition planning, etc.
- Strong analytical skills.
- Advanced in Excel / Google Sheets.
- Good understanding of the programming logic and ability to communicate with developers.
- Excellent written and oral communication, presentation and interpersonal skills are critical

as you will interact with very diverse stakeholders in the business and technology spaces.

- Ability to think from different perspectives and generate functional solutions.
- Ability to see the big picture and dive into and understand operational details.
- Ability to build consensus across teams and influence successful outcomes in business improvement.

The Nice-to-Haves

- 2+ years of experience at a top-tier strategy consulting firm
- Knowledge of project management approaches, tools, and phases of the project lifecycle
- Certification in Six Sigma, LEAN, Agile, PMP practices
- Readiness to travel 20-40% of the time

Our Commitment

We are committed to building diverse teams and creating an inclusive workplace that enables all Grabbers to perform at their best, regardless of nationality, ethnicity, religion, age, gender identity or sexual orientation and other attributes that make each Grabber unique.

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