

Job Description: Operations Lead

Company: The Yuolo Solutions

Job Title: Operations Lead

Reports to: Founder / Creative Director

Location: Hybrid (Office-based, Remote, and Occasional Site Visits)

Salary Range: NGN 120,000 – NGN 150,000 per month

Employment Type: Full-Time

About The Yuolo Solutions:

The Yuolo Solutions is a dynamic third-party hospitality brand that seamlessly connects clients with exceptional experiences. We specialize in five core services: Accommodation Reservations, Car Hire & Security, Food Delivery, Self-Care Services, and curated Tourist Attractions. Our mission is to be the essential bridge between quality service providers and customers, ensuring every interaction is smooth, reliable, and high-quality.

Role Summary:

Are you a master of coordination with a passion for flawless execution? The Yuolo Solutions is seeking a highly organized and proactive Operations Lead to be the central hub for our five service verticals. In this pivotal role, you will ensure the day-to-day operational excellence of all service deliveries, from vendor coordination and logistics to client satisfaction and process improvement. You will be the key force that keeps our complex ecosystem running smoothly and efficiently.

Key Responsibilities:

Strategic & Administrative Oversight:

- Develop, implement, and continuously refine operational strategies, procedures, and performance metrics.
- Prepare and manage operational budgets, focusing on cost-effectiveness without compromising quality.
- Report directly to the Founder on performance, key challenges, and strategic opportunities.
- Utilize and manage key operational tools (e.g., CRM, booking management systems).
- Participate in the hiring, training, and supervision of new team members as the company grows.

Vendor & Logistics Management:

- Serve as the primary liaison between The Yuolo Solutions and our network of vendors (hotels, car hire companies, self-care providers, etc.).
- Coordinate the end-to-end logistics for all client service requests across all five business verticals.
- Oversee scheduling, delivery timelines, and inventory/supply management where applicable.
- Manage procurement processes to ensure reliable service delivery.

Quality Assurance & Client Support:

- Monitor and enforce strict adherence to Standard Operating Procedures (SOPs), safety protocols, and quality standards.
- Proactively identify and solve operational bottlenecks to ensure a consistent, high-quality client experience.



- Act as an escalation point for complex customer complaints, coordinating with relevant parties to achieve swift resolution.
- Foster a culture of continuous improvement by gathering feedback and optimizing systems.

Required Skills & Qualifications:

- Proven ability to multitask and prioritize in a fast-paced, multi-faceted environment.
- Exceptional organizational and problem-solving skills with a keen attention to detail.
- Strong leadership qualities and excellent verbal/written communication skills.
- A customer-first attitude with the ability to make sound decisions under pressure.
- Proficiency with CRM software, project management tools, and the Google Workspace/Microsoft Office suite.

Education & Experience:

- Bachelor's degree in Business Administration, Hospitality Management, Logistics, or a related field.
- Minimum of 2 years of experience in operations, logistics, or service coordination.
- Experience within the hospitality, tourism, or a multi-service business is a significant advantage.