

# Digital Operations Coordinator in Matas Group Digital

Over the past years, Matas Group has undergone a radical digital transformation, and we are strengthening our project and operational capacity to support this exciting journey. We are looking for a Digital Operations Coordinator to join our Matas Group Digital team.

Joining Matas Group you will be a part of a dynamic and ambitious workplace with engaged and competent colleagues.

Join us and be part of our exciting journey!

## About the role

In this key operational role, you will be responsible for overseeing the coordination and execution of various tasks and processes that support our digital projects. You will manage support requests, ensure smooth communication between technical and business teams, and work on integrating new knowledge into our broader business processes.

As part of your responsibilities, you will also play a central role in managing feature/patch backlogs and ensuring the timely execution of bi-weekly releases. You'll be the glue that ensures operational efficiency across our digital projects.

## Responsibilities

- Dispatch and prioritize tasks and requests in our support system to ensure timely resolution.
- Coordinate and communicate with developers on bug fixes and other technical issues, ensuring clear and effective collaboration.
- Ensure that new knowledge from projects and solutions is effectively integrated into the business to drive continuous improvement.
- Manage and execute bi-weekly release cycles, ensuring that updates and patches are deployed smoothly and on time.
- Oversee and run feature/patch backlog activities, ensuring the team is aligned with priorities and deadlines.

## Your profile

- You are highly organized and able to prioritize tasks effectively in a fast-paced environment.
- You have excellent communication skills and can coordinate across teams with ease.
- You are detail-oriented and take ownership of operational tasks to ensure smooth execution.
- You thrive in a digital environment and are motivated by process optimization and continuous improvement.
- You are comfortable working closely with developers and translating technical issues into actionable solutions.

## Your background

- Proven experience in project coordination, operations support, or a similar role in a digital or e-commerce environment.
- Experience working with support systems, task prioritization, and coordination of bug fixes and releases.
- Familiarity with incident management processes and knowledge of release cycles.
- Hands-on experience with project management tools such as ClickUp or similar platforms.
- Strong coordination and communication skills

## What's in it for you?

Here at Matas Group, our purpose is **...for beautiful lives**, being your true companion throughout all stages of life. We are guided by our 3 core values: Results, Relations, & You and you'll find that you are welcomed as the person you are, supporting you on your personal and professional journey and together we create the best place to grow.

Your day-to-day benefits include:

- A dynamic and innovative workplace where you will help drive digital transformation.
- Competitive salary and benefits, with opportunities for career growth.
- Flexible working options, including the possibility to work remotely.
- A culture of collaboration, open-mindedness, and a willingness to challenge the status quo.
- Opportunities for professional and personal development.

If you're excited to contribute to the continued digital growth of Matas Group, we want to hear from you!

