

# WE'RE HIRING!



## We are looking for a Business Operations Manager

Reporting to : General Manager

### Job Description:

The Business Operations Manager will be responsible for ultimately ensuring sales are operationalized. We are looking for a very organized superstar who can use systems developed to track many moving pieces, and drive teams toward decision-making and problem-solving. This person will need to ensure SOPs are followed, KPIs are tracked, and the team has clear daily management.

In addition, this person needs to work with other department heads to collect information needed to make decisions. Candidates need to be creative thinkers, with strong ownership and independent drive to anticipate challenges and needs and tackle them head-on.

### Job Areas:

1. Manage a team of 3-4 across fulfillment, order processing, logistics.
2. Manage all incoming order processing across various sales channels (website, retail, b2B).
  - a. Timely communication
  - b. Correct use of systems, tools, software
  - c. Proactive internal problem solving
3. Own our inventory analysis and planning - lead stock planning analysis and decision making with production and sales teams
4. Manage the daily functioning of the administrative side of the office, including reception area & factory walk ins walk-ins
5. Lead all logistics for Grounded, including our own vehicles and service providers (3rd party, or bodas, etc).
6. Manage accounting/accountability systems - accounts receivable, booking in payments, returns processes, delivery notes.

### Technical Skills

1. 3+ years of experience including people management preferably with experience in operations in e-commerce, manufacturing, or distribution.
2. Strong data and analytics skills - fluency in Google Sheets, and BI / data visualization tools like Airtable. Familiarity with the Zoho suite is a plus. Knowledge of SQL is strongly preferred but not required.
3. Familiarity with e-commerce, accounting systems- eg, Zoho Suite, woocommerce

### Soft Skills

1. Entrepreneurial Self-Starter - thrives in a fast-moving environment and is capable of independently seeking information, marshaling resources, and delivering results without waiting for direction (Get Stuff Done).
2. Highly organized - can use tools systematically, and accurately. Can track open action items and tasks and stick to deadlines.
3. Proactive communicator - pushing updates to team member's needs, and clearly outlining plans and decision points. Using correct communications mediums (WhatsApp, phone call, email, task software)
4. Problem Solver - proactively identifying issues or challenges, and quickly developing potential solutions to drive decision-making.
5. Team builder - Needs to effectively work with all department heads to ensure smooth operations (production, procurement, finance, sales, marketing), and manage a team towards set KPIs.
6. Customer Service Mentality - Supports internal and external customers to sell more products, and get paid!

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