
VP of Business Operations

The role

Reporting to the CEO, the VP of Business Operations is responsible for successfully executing the company strategy and vision. They will continually optimize companywide systems, processes, and people to drive up customer and stakeholder satisfaction, while maximizing company profitability.

Key info

Location: Calgary, AB (In office)

Compensation*: Salary (~150k) + Stock Options (tbd) + Bonuses (tbd)

Benefits: Company HSA program

**total comp to be negotiated with candidates based on desired cash/stock option mix.*

Key responsibilities

1. Ensure companywide accountability, alignment and execution of the CEO's strategy and vision
2. Designing processes/systems/policies that support the continuous improvement, profitability, and scalability of every aspect of the business
3. Set comprehensive goals and KPIs for high performance and rapid growth
4. Build a team of high-performers and a culture that attracts top talent - recruiting, onboarding, training, designing compensation programs, team building and professional development
5. Lead the execution of strategic initiatives and drive a culture of accountability
6. Oversee finance and accounting functions to optimize profitability and cash flow
7. Assist CEO with fundraising efforts
8. Forge and manage relationships with all external partners and vendors

Success metrics

- Drive companywide profitability
 - a. Net revenue / employee
 - b. Operating margin
- Build a world-class culture
 - a. eNPS
 - b. Reduce employee turnover
- Customer and partner success
 - a. Stakeholder NPS (Clients and Partners)

Skills and experience

- 10+ years in operational and financial leadership roles in fast-growth environments
- Ran a profitable operation, and scaled high-performing teams across multiple functions
- Startup, Tech or tech-enabled company experience (B2B or B2B2C SaaS is an asset)
- Experience implementing and/or successfully leveraging business execution methodologies to drive companywide accountability (e.g. Rockefeller habits, EOS, OKRs etc.)
- Implemented, executed, and continuously improved scalable systems and processes companywide
- Financial budgeting, financial literacy, and people understanding skills
- Experience leveraging modern technology tools to optimize people and processes
- Relevant education: Bcomm (min), MBA (preferred), CPA and/or CFA (asset)

Who are you

- Thoughtful and strategic leader and coach; willing to get their 'hands dirty' where and when necessary to achieve or exceed company goals
- Adaptable, likeable, and loyal
- Accountable. They never point fingers
- Detail oriented, data-driven and obsessed with continuous improvement of processes and operational efficiencies

Who are we

Virtuo is a home concierge platform redesigning the entire homeownership journey. We partner with large home builders to help them deliver the seamless, first-class homeownership experience that consumers expect (and deserve) in today's age.

We're a tight-knit, straight shooting team – we collaborate and dream big, and are looking for someone who wants that kind of camaraderie. We don't take ourselves too seriously, but when it comes to the business, we are laser focused on our vision and our results show it.

Resumes can be sent to [**careers@virtuo.com**](mailto:careers@virtuo.com). We look forward to hearing from you.