

Head of Business Operations

Reporting to the CEO, the Head 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

Who you are

You are a seasoned and strategic executive with a proven track record of building and running profitable operations. You believe that people are the most important part of any business, which is why you are an empathetic leader by nature and have experience leveraging people and teams to execute strategic objectives in the most profitable and responsible way. You're obsessed with finance, metrics and efficiency and love innovative solutions. The excitement of building new things gets you fired up, and you aren't afraid to get your hands dirty to achieve the impossible.

What you'll be doing

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

How you'll be measured

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

What we're looking for

- 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)
- 10+ years in operational and financial leadership roles in fast-growth environments
- Relevant education: BCom (min), MBA (preferred), CPA and/or CFA (asset)

What will help you succeed

- Thoughtful and strategic leader and coach; willing to get your 'hands dirty' where and when necessary to achieve or exceed company goals
- Adaptable, likeable, loyal
- Accountable. You never point fingers
- Detail oriented, data-driven, and a continuous improvement mindset

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 have come to expect in today's age.

As a start-up, we need team members who are ready to jump in and get their hands dirty. People who are willing to do whatever it takes to advocate for our clients and accounts, build the business and reach our collective goals. Every day is a little bit different, and our team members are flexible and collaborative in their work. We are adaptable and resilient. We roll with the punches and keep pushing forward to improve and innovate our product and services. 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.

What we offer

- Competitive base salary
- Paid vacation
- Comprehensive health benefits
- Work-life balance
- Energized and collaborative work environment

Resumes can be sent to careers@virtuo.com. We look forward to hearing from you.