

# Colombia Jobs Expertini®

## Operations Specialist

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Company: Sagan

Location: Bogotá

Category: other-general

### Job Title: Operations Specialist

**Location:** Remote (EST Timezone)

**Working Hours:** Monday - Friday, 8:30 AM - 5:00 PM (EST)

### Job Description:

Are you a proactive problem solver with a passion for optimizing operational processes?

We are seeking an Operations Specialist to play a pivotal role in building and enhancing the foundation of our back-office operations.

### Key Responsibilities:

**Documentation of SOPs** Develop and maintain Standard Operating Procedures across all areas of the business for streamlined operations.

**Sales Systems and Processes** Collaborate on the development and improvement of sales systems and processes to enhance efficiency and effectiveness.

**Customer Service Processes** Streamline customer service procedures to ensure exceptional service delivery.

**Supplies Ordering and Inventory Tracking** Manage supplies ordering and track changes in inventory to maintain optimal stock levels.

**Onboarding Process for New Hires** Oversee the onboarding process for new hires using tools such as Gusto.

**Vendor Identification** Identify and evaluate new vendors based on business needs.

**KPI Development and Tracking** Develop and track Key Performance Indicators (KPIs) across various business departments to measure operational improvements and efficiency.

#### Qualifications:

**Project Management Experience** Experience in project management is a plus.

**Versatility:** Comfortably manage multiple areas of the business.

**Proactive Problem Solver** Proactively identify areas for improvement and provide effective solutions.

**Comfort in Ambiguity:** Thrive in an environment with limited existing systems and contribute to the excitement of building and scaling processes.

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