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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 Solve 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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