



## Operations Director

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### COMPANY DESCRIPTION

Gravy is the leading customer retention and failed payment recovery service for businesses with recurring payments. We believe in the human touch as a way to make better customer experiences happen. We're on a mission to create an affordable, more efficient way for businesses to engage and manage failed payments AND bring the human element back to the cold world of automated, digital communication.

### ROLE DESCRIPTION

Gravy is looking for a proven leader to oversee the ongoing operations and procedures that are core to delivering our customer retention services to clients. This role is a key member of the Management Team responsible for ensuring the efficiency of the service delivered and the technology that assists the service teams. The Operations Director must maintain control of diverse business operations, so an experienced and efficient leader is expected. The right candidate will be the driving force behind securing the central functionality of serving our clients in order to drive extensive and sustainable growth to reach \$50M ARR by the end of 2022 resulting in the return of \$1B back to businesses. This is a full-time, exempt, benefited position on Gravy's executive team and reports directly to the Chief of Staff.

### KEY METRIC

This role will be evaluated based on metrics like:

- Contribution Margin
- Client Satisfaction
- Revenue per employee

### Specific responsibilities will include:

- Design and implement business strategies, plans, and procedures
- Ensure strategic plan set by Lead team is implemented
- Set comprehensive goals for performance and growth
- Establish policies that promote company culture and vision
- Oversee daily operations of the company and the work of executives (Services and IT)
- Lead employees to encourage maximum performance and dedication
- Evaluate performance by analyzing and interpreting data and metrics
- Write and submit reports to the CEO in all matters of importance
- Manage relationships with partners/vendors

### Qualifications & Requirements:

- Proven experience as Operations Director or equivalent position in a fast-growing organization
- Excellent organizational and leadership abilities



- Outstanding communication and people skills
- Knowledge of industry's legal rules and guidelines
- In-depth knowledge of diverse business functions and principles (e.g. service delivery, integrating technology efficiencies, customer success, etc.)
- Working knowledge of data analysis and performance/operation metrics
- Aptitude in decision-making and problem-solving
- BSc/BA in business administration or relevant field; MSc/MA will be a plus

**Things you will never hear this person say:**

- That's not my job.
- I thought those goals were a bit lofty
- I didn't hit my metrics because he/she... (fill in excuse)

We are seeking high-energy individuals who are motivated by challenges, thrive in a fast-paced environment, and have a desire to make a positive impact in businesses. Compensation will be competitive for the ideal candidate. The position is for an immediate start in metro Atlanta.

**BENEFITS**

- Have a direct impact on a brand experiencing explosive growth
- Gain exposure to areas of the business beyond your functional area as everyone on our team wears many different hats
- Be a part of a talented team driven by a mission to help small businesses win
- Enjoy competitive employee benefits including health, dental, vision, and life

Gravy is an Equal Opportunity Employer.