

## Head of Operations

### About this job

Location : Coimbatore

Job type: Full-time

Experience level: Mid/Senior Level

Industry: Ecommerce/Technology

Company size: Seed funded startup (handful of employees)

Experience : 6 to 10 years

**What do we do?** We are an early seed funded startup in the eCommerce reseller space. It's an exciting and hot area where we provide a sustainable technology enabled solution for small/medium businesses to improve their profits by growing sales, protecting margins and automating workflow.

**What kind of people will I work with?** The Founding team consists of veterans who have worked and led teams across the Silicon Valley, India and EU/UK and have led development of world class products. We are sure it will be a very fulfilling experience to work with this team.

At this time, 50% of our development work is complete & we've successfully acquired 100+ customers. We are a growing organization & take pride in an open culture and work life balance.

**Is this the right job for me?** If you like ground floor startups, are confident about yourself and like to solve problems and research things out quickly and come up with solutions. If you can lead young teams to drive results in a fast paced environment & work without people holding your hands and are willing to learn what you don't know, whatever it takes, this is the job for you.

**What is in it for you?** Excellent learning opportunity. You will be within the first 35 employees of a prospective SAAS giant. Compensation will be very heavily variablized and results oriented.

### Key Roles & Responsibilities -

- Responsibility for short and long-term customer acquisition & retention strategy
- Think out of the box to establish different channels to sell software to Indian SMEs - Partnership sales, cold calling, agency models, influencer marketing, digital marketing, feet on street, etc.
- End to end responsibility & accountability for Lead Generation, Sales & Account Management
- Ability to train, motivate team members & drive results oriented culture within organization
- Institutionalize process for sales & after sales support. Including CRM, goals & objectives
- Accomplish objectives by establishing plans, budgets, and results measurements; allocating resources; reviewing progress; and making mid-course corrections.



- Sound understanding of product features & capabilities. Keep updated on market intelligence to understand new developments, competitor offerings. Provide market feedback to the company leadership regarding competitive offerings, prospect needs and generate product development ideas
- Communicate effectively to customers on setting correct expectations, especially on outcome based sales products. Double up to cover for business development/sales teams when necessary
- Accurately forecast future volume projections to scale team size as needed. Work closely with all teams to coordinate demand vs supply
- Build company image with customers and employees; enforce ethical business practices
- Ability to build ground up customized sales strategy for specific product & customer persona

#### **Who is a good fit?**

- Sales experience from an Indian SME market context
- Has experienced scale at previous organizations or is excited and understands how to scale customer acquisitions
- Excellent leadership skills to shepherd a young team to success
- Serial Problem solver, self starter and quick learner. Good strategic planning, organizational, and execution skills
- Any relevant experience in a SaaS product company is a plus
- Graduate / Masters in related fields and at least 5 years experience in Sales / Account Management. Experience in the SaaS product environment would be an advantage.
- Fluency in English is a must have. Ability to communicate in Hindi an added advantage

If interested, please write to [hr@forcesight.in](mailto:hr@forcesight.in)