

Business Operations Steward

Company Description

We are experiencing the greatest global shift in the world of work. The traditional paradigms of an “office space” and “how people work” are being replaced by new expectations. We are on a mission of challenging the *status quo* and helping progressive teams thrive under a hybrid reality.

We have made it our mission to understand what genuinely matters. We are introducing a workplace where humans can be more productive, innovative, connect better, and flourish; an extended work environment that meets the needs of hybrid work, by bridging the gap between physical and digital, including intentional spaces that provide further purpose to the workplace.

We are a small team, with big ambitions, and therefore, we are nimble by design. Our decision-making process follows this luck, as we’re always on *beta*. You’ll join a team of talented people where your voice will be heard and where you’ll have the opportunity to get things done, while creating a knowledge base that improves our internal processes.

Do you want to join the mission?

Job Description

This role traverses all business areas of our company, and as such is in a unique position to help our different teams “connect the dots” for effective cross-company collaboration, by monitoring our organization’s functions, developing business processes, and championing work best practices.

Your main, overall mission is to make theory match practice and for plans to meet results. Too often, business plans, and corollary work plans, all too quickly start lagging from timely and effective execution due to daily operational “fires” that distract focus from top business priorities. By stewarding process compliance and optimization, you will support individuals and teams in keeping proper focus and prioritization, towards delivering top quality results.

You are not the owner of the deliverables, but rather of the processes leading to successful delivery. Example organization functions and processes which you will be entrusted to steward, develop and/or optimize include:

- Collaboration and work practices
 - Work plans
 - Timely and relevant project prioritization
 - Effective project planning, from clear setting of deliverables/milestones to timeline definition

- Workflow delineations and improvements.
- Cross-team communication channels and practices
- Service delivery
 - Account Management
 - Efficient client requests/tickets follow-through
 - Adequate client satisfaction scoring & feedback mechanisms
 - Workplace Operations, Facilities & IT servicing
 - Ensuring fulfillment of “Office Readiness” standards/routines
 - Effective supply chain management
 - Timely and quality construction project management
- Performance & Incentive measurements
 - KPI definition
 - Results tracking
 - Quality assessments
- Go-to-Market
 - Sustained campaign development, implementation, and results measurement.
 - Consistent content development
- Sales
 - Funnel follow-through
 - Pipeline documentation
- People operations
 - Recruiting: Diligent processing of the candidate pipeline
 - Adequate staffing based on evolving business needs
- Finance/Legal:
 - Timely/accurate investor reporting
 - Proper bookkeeping
 - Punctual fiscal/legal compliance

Qualifications

The ideal profile will display:

- A startup mindset: You have experience in early stage startups, and/or have launched your own venture(s), hence being well adjusted to wearing many hats and shifting quickly between different functions.
- Attention to detail: It is second nature for you.
- Extraordinary diligence towards timely and complete deliverables.
- Proven experience in a process improvement capacity in previous roles and/or related training (e.g. Six Sigma Certification)
- Ability to work autonomously, with minimal supervision.
- Adaptability to changing work contexts.

- Wide and continuous interest in multi-disciplinary learning
- Excellent communication and interpersonal skills: You have superb responsiveness and follow up practices, regardless of the communication medium at hand.
- Project Manager: You have an organized and structured approach to your work. You have a project management mindset, from planning to implementing initiatives. Follow-through is second nature for you.
- Familiarity with the tech industry: You have a genuine interest in the technology ecosystem of Guadalajara and Mexico.
- English and Spanish Speaker: You are proficient (written and spoken) in both languages; any other is more than welcome.
- Team player: You're open to listening to different points-of-view and supporting decisions taken. You don't hesitate to help others when an extra-hand makes a difference in crossing the line.
- Open-minded and Opinionated: You enjoy brainstorming sessions and encourage constructive discussions for alternative and unconventional approaches.
- Proactive self-starter: You don't wait for others to assign to you improvement opportunities, but rather raise your hand when you detect these, with a can-learn and can-do attitude.
- Customer-driven mindset: A developed awareness that our customers are at the heart of what we do and that your work adds value to their experience at our workplace.

We offer

- **Market-rate compensation** based on relevant experience.
- **Flexibility of work schedules** along with independence to manage your projects.
- **Breakfast** and **Lunch** at the office, plus unlimited **snacks** and **beverages**.

This role reports to the CEO and is a full-time position based in Guadalajara.

If this role resonates with you, we'd love to meet you, so please send your resume to jointheteam@stak.mx