

COO/Head of Operations

Company Overview: Bright Referral is an innovative startup in the medical/dental industry that is revolutionizing how practices manage and track referrals in their networks. Our seamless platform combines cutting-edge technology with deep industry expertise to empower our clients to fully understand their referral network.

Position Overview: As Head of Operations, you will play a lead role in the development and growth of our business, focusing on operational efficiency, team and project management, and financial oversight. This position is ideal for someone with previous leadership experience at a high growth startup.

Responsibilities:

- **Operations:** Manage day-to-day operations of business, streamline operations, resolve high level issues, manage relationships with outside partners and vendors, identify and mitigate potential risks to the business.
- **Team management:** Recruit, interview, and manage Part-time/Full-time employees + contractors and recruit and interview upper level team members. Oversee and ensure projects come in within budget. Foster a supportive, collaborative team environment. Set departmental and individual OKRs and KPIs.
- **Partnerships:** Cultivate and manage relationships with key outside partners and expand opportunities for strategic collaboration and growth.
- **Growth:** Execute growth strategy initiatives, identify business development opportunities, provide support for sales, play a leading role in marketing efforts, coordinate strategy and execution for campaigns.
- **Investor relations:** Be a primary point of contact for investors and provide regular updates on progress, traction, and corporate + industry-wide developments.
- **Manage budget:** Oversee spending, financial forecasting, and ensure operations are within established budget and being properly utilized for company goals.

Qualifications:

- Bachelor's and/or Master's degree in Business Administration, Finance, Marketing, a related field, or equivalent experience.
- Impeccable written and verbal communication skills.
- Previous leadership experience at a high growth startup or equivalent experience.
- Ability to model basic financial forecasts.
- Tech-savvy with experience using CRMs, Project Management Softwares, and Google Suites, etc.
- Excellent organizational and time management skills, with the ability to manage multiple projects simultaneously.
- Detail-oriented mindset with a proactive and collaborative approach to work.

About Us:

- Competitive salary and bonuses.
- Flexible work schedule.
- Remote work environment with occasional in person meetings.

Join Our Team: If you are passionate about marketing and are excited to grow quickly in your career with a rapidly scaling organization, we want to hear from you! To apply, review our website then send an email to info@brightreferral.co with “Head of Operations” in the headline. Please include your resume and a note in the body of the email briefly outlining what you see as the biggest barrier for growth for Bright Referral.