

# Business Operations Manager

Phone :

Web :

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## Job Summary

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Vacancy :

Deadline : Aug 30, 2024

Published : Jul 30, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

# What we're looking for

We are looking for a driven business generalist who wants to collaborate in many departments of a fast-growing start-up. You'll work closely with the cofounders and Head of Operations to continue to build out creative user acquisition strategies, be a main point of contact for customer experience, work on building processes to scale operations, and more.

You'll be at the core of Phoenix's growing team, as we work to deliver the best in men's health. If you are an exceptional problem solver and communicator with strong organizational, interpersonal, and creative instincts, this role is for you. This is a new role that will be tailored for the hire. We're a fun and lean team with serious drive!

# Responsibilities

## Leading the Launch of New Product Lines and Revenue Initiatives:

- Take ownership of launching new men's health products (including medications, treatments, and supplements) and revenue-generating initiatives from concept to market.
- Collaborate with cross-functional teams to ensure successful product launches.
- Manage product approvals, regulatory compliance, and coordination with internal operations, marketing, and engineering teams.

## Optimizing Existing Operations:

- Analyze and optimize existing portfolio, projects, business units, revenue streams, and cost structures.
- Work closely with internal teams to enhance operational efficiency and financial performance.

## Analytics and Problem Solving:

- Build models and create data driven insights about customers and treatment information using mix of data analytic tools (including Excel and SQL)

- Own the problem-solving process, leading primary and secondary research, and using qualitative and quantitative skills to generate critical insights.

## Contributing to Large and Transformative Initiatives:

- Build and manage project plans, timelines, and budgets for transformative initiatives.

# Skills we are looking for

- **Relevant work experience:** 5+ years of demonstrated success in start-ups, product management, management consulting, business operations, or related fields. Previous experience in health tech is a plus.
- **Rigorous problem-solving skills:** Demonstrated experience bringing structure to ambiguity, generating critical insights, and solving hard problems in fast-paced environments.
- **Expert stakeholder management:** Ability to plan, organize, and manage complex processes, collaborating with a wide variety of stakeholders to drive progress.
- **A love for data & analytics:** Comfort with all types of data, strong analytical skills with superior attention to detail. Experience with Excel and Powerpoint is required and with SQL is preferred.
- **Leadership:** Experience leading teams and driving change with and without direct authority.
- **Action orientation:** A bias for action, the ability to act without being told what to do, and to tenaciously get things done.
- **Strong written and verbal communication:** Able to speak plainly and truthfully, communicate complex ideas in a simple & easy-to-understand way regardless of the audience, and drive discussions to decisions and actions.
- **Organization and pragmatism:** Proactively plans and organizes, prioritizes time and effort where it will yield the greatest impact, and adapts as necessary.

# Why work at Phoenix?

- **Impact & autonomy.** You'll work directly with our founders who understand the ups-and-downs of the business and you'll have a real opportunity to shape the future at Phoenix
- **Rewarding Mission.** We're delivering the best healthcare experience to Canadians across the country
- **We are a small elite team in Downtown Toronto.** We love the tight feedback loop of working together in the office. If you've missed that in-person office experience, and love sharing strongly held opinions of the best lunch spot nearby, this is the role for you

**Education & Experience**

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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