

## Business Operations Specialist



Phone :  
Web :

### Job Summary

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Vacancy :  
Deadline : Aug 06, 2024  
Published : Jul 06, 2024  
Employment Status : Remote  
Experience : Any  
Salary :  
Gender : Any  
Career Level : Any  
Qualification :

## Job Description

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### About the Company

Makeship exists to empower influencers, creators, and brands of all sizes to develop and launch limited-edition products that matter to their fans. Leveraging our design, manufacturing, and marketing expertise, we work with our partners to bring their products to life through our community-powered crowd-funding platform. Each product is given a window of 21 days to be funded by the community before we produce and ship to fans worldwide. We put our brand behind every product and guarantee quality and ethical sourcing. We're profitable, have grown the team from 2 to 60 people in 5 years, and we're growing at an average annual growth rate of 200%+.

### About the Role

As a member of the Technology and Operations team, you'll play a huge role in shaping our culture, our process, and the future of Makeship. Every day, you'll collaborate learn more about the content creation space, and watch your work make an impact (on the company and their community!).

We want this to be the best work experience of your life, so we'll pay you well, offer great benefits, invest deeply in your growth, and welcome you with our branded swag.

### What We Are Looking For

We are looking for a Business Operations Specialist who'll help build better business systems and processes to help Makeship scale. We are looking for a versatile and curious problem solver who can build and automate processes. As a Business Operations Specialist, you'll learn how to use various platforms and no/low-code technologies to serve content creators, internal teams, and millions (no exaggeration) of fans on our crowdfunding platform. You will collaborate with teams in product design, software development, sales, finance, and marketing. You will also be joining one of Canada's fastest-growing start-up companies!

### Your Key Responsibilities

- Supporting with the development of low-code/no-code automations in Airtable, Zapier, and similar platforms
- Supporting with the designing, building, and implementation of business workflows
- Collaborating with stakeholders to identify pain points and change requirements
- Act as the primary point of contact and support for internal support tickets
- Documentation of internal systems, processes, and standard operating procedures
- Supporting with ad-hoc reporting, data analysis, and data quality initiatives
- Supporting with equipment provisioning and data security initiatives

### What You Bring

- Passion for the creator economy! YouTube, gaming, animation, online comics, and more!
- 2+ years of experience working with low-code/no-code platforms (e.g. Airtable, Zapier) and/or building cross-platform automations using REST APIs
- 1+ years of experience working with Shopify or other e-commerce platform
- Excellent written and visual communication of processes (e.g. Miro, Figma)
- Courage to jump into new systems, technologies, and processes and learn on the fly
- Ability to explain technical concepts to a business layperson, and vice versa
- Ability to switch contexts rapidly, while keeping tasks and information organized

### Benefits & Perks

- Work remotely anywhere in Canada and/or access any of our hubs
- Health and dental benefits
- 4 weeks of paid vacation (including paid time off on your birthday)
- Additional 1 week of paid time off during the holidays
- Monthly phone allowance
- \$400 home office setup allowance
- Pregnancy and parental leave top-up program
- Education Assistance Program
- Employee referral program

Salary Band: \$50-75k CAD per annum. Individual salaries will be dependent on unique skills, experience and qualifications.

At Makeship we are committed to fostering an environment that welcomes people of all backgrounds, experiences, and identities. We are passionate about building an equitable and inclusive culture for our unique and diverse team of employees which makes us Makeship. As an equal opportunity employer, we value and embrace everyone's opinions and differences, and actively seek new Makeshipers who will work respectfully with our team, propelling our company and the community forward. If there are any accommodations we can provide to make your interview experience more accessible and inclusive, please let us know in your application.

**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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