

# THANKS

Are you a thoughtful and appreciative person? Is the word “thanks” always at the tip of your tongue? Do you want to help bring gratitude into the business world?

Thanks was created to help our customers build better business relationships by sending thoughtful, relevant gestures of appreciation to their clients, prospects, and colleagues. Building awareness of our platform in the marketplace and with our existing customers is the core of this position and will play a vital role in our growth.

As the **VP of Operations**, plan, direct, coordinate, and oversee operations activities in the organization, ensuring development and implementation of efficient operations and cost-effective systems to meet current and future needs of the organization.

The role directly reports to the CEO and will be part of the Management/Leadership Team.

## Responsibilities

- Identify and implement new data-driven processes/systems to improve and streamline organizational functions and use of resources to meet the current and future needs of the organization.
- Apply robust data analytics and reporting techniques through the use of Periscope builds and dashboard management with postgresql and HTML proficiency in order to interpret patterns and trends of user behavior.
- Apply UX/UI design psychology, Agile product methodology and road-mapping, and Jira’s ticketing system in order to determine and prioritize product feature enhancements or additions.
- Collaborate with executive leadership to develop and meet growth KPIs while supplying expertise and guidance on operational projects and systems.
- Establish, communicate, and implement operational policies, practices, standards, and measures to ensure effective and consistent support and execution.
- Ensure that departmental decisions and project plans across Sales, Customer Experience, Marketing and Product are in line with the organization’s business plan and vision.
- Establish and administer the company budget through QuickBooks reporting and management.
- Disseminate and build-upon cross-functional knowledge with training resources and materials developed through Trainual configuration and management.
- Utilize Trello’s ticketing system and OKR framework expertise in order to evaluate performance of the organization in meeting objectives, determine where costs can be reduced and risk can be minimized, what can be improved and what should be changed.
- Evaluate, implement and manage new systems for the organization including Slack set up and integrations as well as PEO, ESP, Intercom, and Stripe configuration and management.

- Present performance reports and metrics to company leadership. Conduct weekly leadership meetings, quarterly strategic meetings, and yearly performance reviews with direct reports.
- Manage employee on-boarding, off-boarding, and training. Establish effective company policies and work environment that promotes company culture and vision.

## Requirements

- Bachelor's degree or foreign equivalent in Psychology, Marketing, Communications, or related field
- Four (4) years of progressively responsible experience in the position offered, Lead Market Research Analyst and Operations Specialist, or a related position
- Four (4) years of experience with all of the following: Periscope builds and dashboard management; data analytics and reporting; HTML proficiency; ESP configuration and management; Intercom configuration and management; postgresql proficiency; Slack setup and integrations; Agile product methodology and road-mapping; UX/UI design psychology; Jira and Trello ticketing system expertise; OKR framework expertise; Stripe management; QuickBooks management; PEO configuration and management; Trainual configuration and management

## Hours

- Full time; Mon-Fri (40 hrs/week)

## Apply

- To apply, please submit your resume and cover letter to [careers@thnks.com](mailto:careers@thnks.com).

## About Thnks:

Thnks is a digital gratitude platform that empowers enterprise teams to build stronger, more personal business relationships. Over 1000 teams use the Thnks platform to shorten sales cycles, improve client relationships, and provide personalized customer experiences through thoughtful, instant and fully compliant gestures of appreciation. Learn more about Thnks at [www.thnks.com](http://www.thnks.com) and find us on [LinkedIn](#), [Twitter](#), [Facebook](#) and [Instagram](#).

Thnks is proud to be an equal opportunity employer. All qualified applicants will receive consideration without regard to race, color, ancestry, sex, religion, gender, gender identity or expression, sexual orientation, marital status, national origin, citizenship, genetics, disability, age, veteran status or other characteristics.