

Office and Operations Manager

Our Office and Operations manager will manage critical work that ensures the company runs smoothly. We want you to feel comfortable in our space and encourage those working around you to become 10x more productive. You should anticipate needs and consider how our space and collaboration tools need to change as we evolve and grow. You will coordinate weekly team meetings and “lunch and learns,” plan larger org-wide events such as hackathons and happy hours. The Operations Manager will be responsible for data entry, accounts payable, payroll, managing the organizations HR, helping and creating organizational and program budgets in collaboration with the CIO and Company Founder, and other misc. tasks.

Reporting to the CIO and serving as a member of the Management Team this position's primary responsibility is ensuring organizational effectiveness by providing leadership for the organization's financial functions.

Working with the management team, the position also contributes to the development and implementation of organizational strategies, policies and practices.

What We're Looking For:

- Resourceful, tenacious, curious - always tries to find the answer before asking the question and voraciously learns about the systems, tools, websites, processes and people that help to make us productive
- Sense of urgency; eagerness to solve problems
- High attention to detail and well organized - plans ahead, manages projects, understands the importance of sweating the small stuff and feels ownership and responsibility for getting it right
Positivity and a sense of humor, high energy, positive attitude, wants to learn and grow in a fast-paced start-up

Who we are:

eateria is an award winning technology company and industry leader with a track record of success and is growing by leaps and bounds. eateria offers a best-in-class digital marketing platform designed specifically for the restaurant, and other hospitality businesses. This web-based digital loyalty marketing tool, is a one-stop shop for everything a business owner needs to build local, loyal customers and keep current guests coming back.

Created for food service professionals, by food service professionals, eateria has been featured on CNN, in the Wall Street Journal, St. Louis Business Journal, Black Enterprise, and Hispanic Business, just to name a few. eateria is a distinguished winner of the Miller Coors Business Plan Competition, Microsoft Biz Park, Brain Tree and St, Louis Arch Grants Global Business Plan Competition. The culture at eateria is fun, fast paced, dynamic and loaded with opportunity.

Why restaurant, bar and food business owners LOVE eateria:

- We provide professional marketing services – reducing the amount of staff needed which reduces costs and increases efficiency

- We customize a marketing strategy capturing their brand image
- We provide comprehensive reports with metrics that track and measure specific marketing goals
- Same cost every month – no surprises
- Our account managers are professional, degreed marketing experts – they design and run the marketing campaigns

What you'll do:

- Improve the operational systems, processes and policies in support of organizations mission -- specifically, support better management reporting, information flow and management, business process and organizational planning.
- Play a significant role in long-term planning, including an initiative geared toward operational excellence.
- Oversee overall financial management, planning, systems and controls.
- Management of budget in coordination with the CIO.
- Payroll management, HR ,including tabulation of accrued employee benefits.
- Disbursement of checks for agency expenses.
- Organization of fiscal documents.
- Regular meetings with CIO around fiscal planning.
- Supervise and coach office team on a weekly basis

Who you are:

- At least 3 years' experience in Operations Management
- Strong background and work experience in Finance
- Excellent computer skills and proficient in excel, word, outlook, and Quickbooks online.
- Excellent communication skills both verbal and written
- Demonstrated leadership and vision in managing staff groups and major projects or initiatives.
- Excellent interpersonal skills and a collaborative management style.
- A demonstrated commitment to high professional ethical standards and a diverse workplace
- Excels at operating in an fast pace, community environment
- Excellent people manager, open to direction and +Collaborative work style and commitment to get the job done
- Ability to look at situations from several points of view
- Persuasive with details and facts
- Delegate responsibilities effectively
- High comfort level working in a diverse environment
- Strong understanding of SAAS/MAAS
- Strong understanding of Social Media and software including Basecamp

A few final notes:

- Our offices are located in a co-working space - www.workatclaim.com
- We have cool office perks – ping pong, fitness center, swimming pool and hottub
- There are 900,000 restaurants in the US alone and this number is growing by 4% annually, providing a huge potential customer base. Every restaurant, bar and food service business owner needs marketing programs, but few have the expertise or time to deliver effective marketing promotions, manage social media, loyalty and reputation management.

Salary Range : \$33- \$40 based on experience

Health insurance

Stock Options

Paid vacation