

<b>Job Title:</b>	Director, Corporate Operations	<b>Job ID:</b>	
<b>Supervisor's Title:</b>	President & CEO	<b>Created:</b>	26 Sep 24
<b>Department:</b>		<b>Revised:</b>	

## POSITION OVERVIEW

The Director, Corporate Operations will oversee and optimize the day-to-day operations of the Company. You will be a hands-on problem solver who drives efficiency, improves processes, and aligns departmental goals with the broader objectives of the Company. You will collaborate with leadership to set priorities, allocate resources, and ensure smooth business operations to support growth and profitability.

Information security is a prime concern of our customers; hence you will lead our work to maintain a strong information security posture that readily provides peace-of-mind to our customers.

As the facilitator and coordinator of corporate operations with attention to both the detail and the big picture, the Company's other leaders will appreciate your ability to enable them to focus on their primary functions. With your daily leadership, Delta-X Research will flourish as we execute our strategic plan.

## ACCOUNTABILITIES

### Operations

- Develop, implement and oversee company operations, project execution, organizational development, and productivity in alignment with the company's strategy.
- Collaborate with the company's leaders to establish goals, objectives and performance metrics across departments.
- Ensure the company's information systems are enabling operations to be cost-effective, efficient, and scalable to support the company's growth objectives.
- Promote an engaging and productive working environment that emphasizes continuous improvement and operational innovation.
- Manage relationships with suppliers, ensuring that contracts are aligned with the company's needs and budgets. Evaluate and select new vendors as required.

## ACCOUNTABILITIES

### Information Security

- Plan and implement a project to achieve SOC 2 compliance and certification, then manage the ongoing annual re-certification activities.
- Develop, implement and maintain a company-wide information security strategy that aligns with business goals and regulatory requirements.
- Support Sales and Customer Operations in demonstrating the Company's compliance with customers' information security requirements.
- Develop training programs to educate employees on security best practices and promote a culture of security.
- Conduct regular risk assessments to identify vulnerabilities in our systems, networks and software applications, and implement measures to mitigate identified risks.
- Lead the development and execution of an incident response plan, including managing security breaches and conducting post-incident reviews.

### Process Improvement and Efficiency

- Identify inefficiencies and areas for improvement within corporate operations and implement solutions.
- Drive process optimization initiatives to improve quality, increase output and reduce costs.
- Leverage data and technology to improve decision-making, streamline processes, and enhance overall operational performance.
- Ensure seamless coordination across departments to facilitate smooth business operations and mitigate risks.

### Performance Management and Reporting

- Establish a clear system for measuring and assessing operational effectiveness.
- Provide regular reports to company leaders on operational effectiveness, challenges, and areas for improvement.
- Ensure that the organization is prepared to manage business continuity challenges and crises with appropriate risk management strategies.
- Ensure compliance with industry standards and regulations, ensuring that operations meet legal and corporate guidelines.
- Develop training programs for the effective use of corporate software applications and business processes to increase productivity and performance throughout the company.

### Leadership

- Collaborate with the company's leaders to define short-term and long-term business plans.
- Design, develop, and implement a progressive road map that will guide the organization toward increasing productivity.
- Participate in major meetings with company leaders (e.g. quarterly reviews, etc.).
- Manage budgets and financial forecasting related to operational activities.

## KEY RELATIONSHIPS

- Development team / DevOps
- Customer Operations
- Marketing
- Sales
- Company Leaders

## QUALIFICATIONS

### Education

- Bachelor's degree in Business Administration or Operations Management, or a STEM program combined with related experience. A Master's degree is desirable.

### Experience

- 7+ years of operations management experience, with at least 2 years in a senior leadership role.
- Experience with information security is highly desirable.
- Experience working in a B2B SaaS environment is strongly preferred.

### Knowledge, Skills, and Abilities

#### Knowledge:

- Strong knowledge of corporate operations, process improvement, and operational strategy development.
- Knowledge of information security management frameworks and standards.

#### Skills:

- Excellent interpersonal skills with the ability to build and foster relationships, and the demonstrated ability to influence and lead.
- Excellent communication skills with the ability to explain complex information to both technical and non-technical stakeholders.
- Excellent problem-solving and analytical skills.

#### Abilities:

- Proven ability to lead cross-functional teams, manage large projects, and drive efficiency and operational initiatives.
- Ability to work in a small team and get directly involved, while keeping a clear focus on the strategic goals.