Netherlands Jobs Expertini®

Head of Revenue Operations

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Company: Rydoo Location: Netherlands Category: other-general

We are Rydoo! Europe's fintech scale-up that makes expense management the easiest part of your day.

Expense management has been too complicated for too long. Rydoo's app backed with OCR technology helps our clients save time and money with just a few clicks & photos. We are building a new generation of expense management software with a product-first

approach that our end-users truly benefit from.

Rydoo in a snapshot

Ambitious international team (150+ Rydoo'ers)

33 nationalities speaking over 15 languages

6 hubs across 3 continents

Easy-to-use expense management app available on iPhone and Android

Supporting over 10,000+ clients and 1 million+ users worldwide

4.6 employer score on

The Role

We are seeking a dynamic and results-driven professional to join our team **Heathef Revenue Operations**. As a key member of our management team, you will play a crucial role in optimizing and enhancing our Revenue end-to-end processes to drive revenue growth and operational efficiency. The ideal candidate will have a proven track record in sales, marketing, customer solutions operations management, a strategic mindset, and the ability to lead a high-performing team.

Main responsibilities (but not limited to)

1. Revenue Operations Management

Enable seamless collaboration between sales, marketing, and customer success teams to enhance overall revenue operations efficiency.

Enable and monitor GTM strategies

Analyze and streamline end-to-end revenue processes to enhance efficiency and effectiveness.

Implement best practices to drive consistency and scalability in revenue operations.

Collaborate with sales, marketing and customer success teams to align revenue generation activities and optimize the customer lifecycle management process.

Enable the development and implementation of marketing strategies and campaigns that drive revenue growth and customer acquisition.

Work closely with the sales team to ensure effective lead qualification and conversion processes

Work closely with the marketing team to ensure effective lead generation and marketing qualification processes to feed the sales pipeline.

Partner with customer success teams to implement strategies that maximize customer retention, upsell, and cross-sell opportunities.

Develop and monitor key metrics to evaluate sales, marketing and customer success performance and identify areas for improvement.

2. Data Analysis and Reporting:

Develop and implement robust sales analytics to provide insights into sales, marketing, and customer success performance, trends, and opportunities.

Create and deliver regular reports to senior leadership, highlighting key performance metrics and areas for improvement.

Utilize data-driven insights to guide strategic decision-making and sales forecasting.

Implement reporting cadences at the Exec, Management, and Operational levels to ensure the sales pipeline health

Support sales and marketing regarding territory and staffing design, commission plans, and quota setting

Manage the RevOps projects and key initiatives

Manage the Revops queue and perform regular analysis to tackle the RevOps issues' root cause

3. Performance Metrics and KPIs:

Define and monitor key performance indicators (KPIs) for the sales marketing and customer success team.

Establish performance metrics to assess individual and team performance, and implement strategies for improvement.

Collaborate with sales, marketing and customer success management to create accurate sales forecasts based on market trends and historical data.

4. Technology and Tools Management:

Evaluate, implement, and optimize tech stack to support the sales, marketing and customer success teams.

Work closely with IT to ensure seamless integration of chosen sales, marketing and customer success tools with other business systems.

Monitor training and support to the sales, marketing and customer success teams on effective use of sales tools and technologies.

Requirements

Bachelor's degree in Business or related field

Proven experience in Revenue operations management, with a track record of driving results.

Strong analytical and strategic thinking skills.

Excellent communication and leadership abilities.

Familiarity with sales technologies and CRM systems (Hubspot, Tableau, Salesforce, Planhat)

Ability to thrive in a fast-paced, dynamic environment

Occasional travel to our HQ in Mechelen, Belgium

Languages

Working proficiency in English (C1+)

Practicalities

You'll be reporting to the CFO

You'll be part of the Finance team, closely collaborating with internal and customer-facing teams

Location: Remote plus occastional travel to our HQ in Mechelen, Belgium

Start date: April 2024

Benefits

Next to our amazing team, informal & international company culture and our mission to become the N1 expense management tool in Europe, we offer some nice benefits that make working at Rydoo even more fun:

A competitive package, including salary and benefits

€1000 / year learning and development budget

Professional freedom and a flexible work environment

Upskilling through training and coaching programs

Regular company and team events

Wonderful international team with more than 33 different nationalities

Spectacular onboarding program for all new Rydooer's

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