



Director of Business Operations

B. Creative is a collection of passionate creatives who believe in the power of story to transform people. We are a growing startup with two business channels focused on Wedding & Lifestyle (Bradley Productions) and B2B Video Production (Voyage Pictures). We are on the journey to become the foremost storytelling studio in Michigan known for its transformational work, storytelling, and impact. It's an audacious goal, but we're up to the task. To get there, we're looking for a Director of Business Operations to join our team.

What We're Looking For

The Director of Business Operations will lead our team to effectively and efficiently scale during this period of transformative growth. In this role, you'll manage our day-to-day operations while developing and maintaining business processes that empower our team to do their best work. As you settle into efficient processes, you'll be able to identify opportunities for business growth as they arise. Finally, you'll be charged with translating the vision of our leadership team into tangible action plans that will allow us to realize our full potential.

We are a small, yet growing team. As such, the right candidate must have the flexibility to adapt to the ever-changing business needs of a startup. You'll wear many hats, but that's okay because you thrive in iterative, fast-paced, environments.

Who You Are

You have an instinctive ability to recognize, retain, and respect the talent within an organization. You are a strategic planner with the essential ability to specify, strategize, and define opportunities. You have an entrepreneurial mind, but you also have the ability to translate those visionary ideas into real-world action plans.

You are confident enough to speak up when necessary, and you are capable of dealing with conflict as it arises. You are also humble enough to take a back seat, because you aren't driven by credit; you are more interested in the success of the team. You don't strive to control or micromanage, instead you empower others to take responsibility, creating the space for them to flourish.

Lastly, you are a good human with aspirations to make the world a better place. We don't simply tell stories to line our pockets; we tell stories because we honestly believe they have the power to transform the world. You deeply desire to help us grow, but only if we're moving in a positive direction.

Responsibilities

- Oversee daily operations and make adjustments as necessary, ensuring the organization is consistently “rowing” together in the same direction
- Execute the strategic plan, achieving or exceeding established milestones
- Collaborate and stay on the same page with the Leadership Team at all times
- Filter and translate the Leadership Team’s ideas into functional plans for the company
- Develop comprehensive goals for individual and team performance
- Effectively resolve issues - must be comfortable with conflict, addressing issues, and solving problems in a practical and healthy manner
- Identify areas of opportunities for capital improvements across the organization, including opportunities to improve revenue, increase margin, reduce cost, and increase profitability throughout the organization all while improving efficiency
- Attract, retain, and develop a high-performing team
- Lead, manage and hold direct reports accountable for achieving Key Performance Indicators
- Cultivate and manage healthy relationships with strategic partners and vendors
- Consistently demonstrate a passion for values alignment, focus, simplicity, and clarity across the organization

Requirements

- 3 years relevant experience growing high performing teams
- Adept at transitioning seamlessly from strategic level vision to day-to-day tactical operations
- Working knowledge of data analysis and performance/operation metrics
- Thorough grasp of business finance; experience with Quickbooks preferred
- Understanding of and ability to create healthy organizational culture
- A demonstrated execution mindset and a record of success holding people accountable
- Comfortable with maintaining and implementing software based business solutions such as: Google Apps, Slack, Salesforce, Project Management tools (Basecamp, Trello, Jira, Asana, etc.)
- 5+ Years of professional experience
- Excellent interpersonal communication skills
- Varied experiences and responsibilities in Operations, Finance, and Human Resources strongly preferred
- Experience leading teams within the Digital Agency, Creative Firm, or Video Production space strongly preferred
- Bachelor’s degree or equivalent experience

Qualified applicants, please send resume and cover letter to:

Jake DeBoer

Interim Business Integrator & Operations Director
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