



Operations Lead | Job Description

(Job Location – Chicago USA)

VoCoVo Company Overview

Every day, 50,000 people in 5,000 locations are doing business using VoCoVo technology. Our devices connect and deliver technology to deskless and remote workers.

VoCoVo is a leading voice & technology Challenger brand – many of Britain's biggest household names rely on our voice communication technology to connect their workforces: Tesco, Co-Op, TK Maxx, Primark. We work with big names, but we operate a lean team. 50 of our 80 employees work in Research and Development, leading the way in developing voice-activated software for business.

We're now ranked 5th in the Sunday Times Tech Track 100. We know we can better that.

Our year-on-year growth has been exponential, up 2,500% in the last 4 years. It's still accelerating. We can better that too. In 2021 our ambition is to expand further into the European and North American marketplaces. We're ambitious. We like a challenge.

Due to exceptional year on year growth and expansion into the US we are looking to recruit an Operations Lead. This role is for someone who is hard working and self-motivated, technical minded and organised, and is looking for a role where they can grow their career in operations.

You will be an experienced professional looking to join a company which will enable you to achieve a personal best, as well as a company best. We will back those who challenge us and in return we take care of their personal welfare and wellbeing.

We offer challenge, autonomy, personal growth and reward.

We require commitment, high performance, integrity and personal responsibility.

We are seeking an Operations Lead who can match our game – and raise it.

Strongbyte Solutions trading as **VoCoVo UK**

Wychwood Business Centre, Milton Road,
Shipton-Under-Wychwood, Oxfordshire, OX7 6XU

T: +44 (0) 3301 373789 | E: hr@vocovo.com



The Successful Candidate will:

- Lead operations of the US start-up
- Prepare, configure, stage and dispatch orders
- Be a key liaison between HQ and US experts in distribution, installation and service provision
- Set up and manage the building in Chicago
- Manage VoCoVo US stockholdings via our systems
- Understand the product and technical installation requirements in detail
- Establish partner relations as we scale
- Provide ongoing product and service support to US clients
- Build the operations team as we scale

The Role

VoCoVo is looking for an experienced, motivated and ambitious Operations Lead who will play a critical role in the success of proof of concepts in the US. The role will cover all aspects of operations from preparing and dispatching orders, installing and surveying retail stores to providing ongoing product and service support. There will be exceptional growth and development opportunities as we scale up the team in the US.

The Person

The ideal candidate would be highly organised, with great time management skills. You must be a motivated, self-starter with the ability to work on own initiative. Attention to detail and problem-solving skills are also essential. We would expect to see experience in:

- Front line customer contact
- Technical order preparation and dispatch
- Retail communications installation (DECT an advantage)

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Skills and qualifications required:

- Organised with good time management skills
- Professional communicator
- Experience in front line customer contact
- Experience in technical order preparation and dispatch
- Experience in retail communications
- High attention to detail
- Excellent problem-solving skills
- Ability to work on own initiative

What we can offer you:

- A truly unique challenge in one of the UK's fastest growing tech companies
- Lots of personal career opportunities as we scale up
- A future-facing business with the goal of becoming a Times Top 100 Company
- Team culture with an employee-wide bonus scheme linked to annual results
- A sector where you will see the outcomes of your work at use in everyday life
- Competitive Package

If you are excited by this challenge then we want to hear from you.

To apply please forward your CV and covering letter, detailing why you feel this role is the perfect for you to hr@vocovo.com

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