Job Title: Chief Operating Officer (COO)
Location: Limerick, Ireland / Remote / Hybrid
Department: Executive Team
Reports to: Chief Executive Officer (CEO)

Job Summary:
We are seeking an experienced and strategic Chief Operating Officer (COO) to oversee our organization's ongoing operations and procedures. As a key member of the executive team, the COO will report directly to the CEO and will be responsible for the efficiency of the business. The ideal candidate will have extensive experience in operational leadership within the SaaS industry, with a strong emphasis on scaling operations, process optimization, and cross-functional collaboration.

Key Responsibilities:

- Oversee daily operations of the company, ensuring alignment with established strategies and goals.
- Collaborate with the CEO and executive team to develop and implement plans for operational infrastructure, processes, and personnel designed to accommodate the rapid growth objectives of our organization.
- Analyze internal operations and identify areas for process enhancement; implement operational best practices to improve efficiency and productivity.
- Lead and mentor department heads (Product, Development, Marketing, Sales, Finance, HR, Customer Experience, etc.) to promote a culture of high performance and continuous improvement.
- Establish and monitor key performance indicators (KPIs) to assess operational performance and drive necessary improvements.
- Work closely with the finance team to manage budgeting, forecasting, and resource allocation processes.
- Ensure customer-centric operations to enhance satisfaction and retention.
- Develop and implement risk management strategies to safeguard company assets and ensure compliance with regulations.

Qualifications & Experience:

- Bachelor's degree in business administration, Software Engineering, or a related field; MBA or equivalent advanced degree preferred.
- Minimum of 10 years of experience in operational leadership roles, with at least 5 years in a senior management position within the SaaS industry.
- Proven ability to lead, coach, and develop high-performing teams.
- Strong strategic and operational planning skills, with a track record of executing business strategies successfully.

- Excellent analytical and problem-solving abilities, with a data-driven approach to decision-making.
- Exceptional interpersonal and communication skills, capable of effectively conveying information to all levels of the organization.
- Ability to thrive in a fast-paced, dynamic environment and manage multiple priorities simultaneously.

Working Conditions & Benefits:

- Monday to Friday, 9:00 a.m. – 5:30 p.m. or 8:30 a.m. – 5:00 p.m.
- Hybrid – home office with weekly visits to Tranzaura Head Office in Limerick.
- Up to 10% bonus of base salary, payable bi-annually based on company growth exceeding 10%.
- Expenses reimbursed per "Civil Service Motor Kilometric Rates" and overnight stay allowances.
- 20 days annual leave per calendar year, with flexibility subject to approval and some leave required during the Christmas period.
- Strict adherence to confidentiality policies regarding company and client data.