

Revenue Operations Associate

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Company: WATI.io

Location: India

Category: transportation-and-material-moving

Wati is a growing CPaaS platform that provides end-to-end WhatsApp API solutions for SMBs and large enterprises.

We aim to simplify business communication, helping businesses meet their customers where they are - WhatsApp. Backed by global investors such as Sequoia, DST Global, and Tiger Global, we're Shopify's first investment in a startup in Southeast Asia. Headquartered in Hong Kong and trusted by 8000+ customers across 100+ countries. We're a rapidly expanding team filled with talented people from around the globe.

We are seeking a Revenue Operations Associate who will play a critical role in optimizing our revenue processes across Sales Operations and Customer Success Operations. You will be instrumental in implementing strategies that boost productivity, streamline workflows, and ensure alignment across sales and customer success teams to achieve our revenue goals. Candidates with more experience may be considered for a Senior Revenue Operations Associate position.

This role requires a proactive and curious individual with a knack for process optimization, experience with CRM systems, and a strong team player to foster collaboration across teams. Here is a good read of what this role requires -

What you'll do:

Sales and Customer Success Support: Oversee the day-to-day operations of the sales and customer success teams to drive alignment and efficiency across the tech stack.

CRM Management: Maintain the integrity and accuracy of data in our CRM system; Implement improvements and new workflows within the CRM to equip all team members with the necessary information and processes for daily CRM operations.

Process Optimization: Identify and resolve bottlenecks, implement solutions to streamline operations, and reduce time to close to improve overall customer experience.

Collaboration and Communication: Work closely with sales, marketing, and customer success teams to ensure seamless information flow and execution of revenue-generating strategies.

Training and Enablement: Develop and deliver training materials for new tools and processes to ensure team competency and coherence.

Strategic Projects: Participate in strategic projects that impact revenue operations, including system implementations, integrations, and process redesigns.

Requirements

Bachelor's degree in a business or data-related field

1-3 years' work experience in a revenue operations role in a tech SaaS company

Experience with modern GTM tech stack, such as Hubspot, Calendly, and Chargebee

Solid understanding of key SaaS metrics

Strong analytical and problem-solving skills with a keen attention to detail

Excellent interpersonal and communication skills, with a strong emphasis on collaboration and teamwork

A proactive self-starter who is ready to take initiative and craft solutions from the ground

up

Capable of thriving independently in a fast-paced and dynamic environment

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