

# Job Description: Business Operations Lead—Systems Champion

**Location:** Remote (U.S.)

**Company:** Moraware

## About Moraware

Moraware is the leading software platform for countertop fabricators. Our mission is to make the business of building countertops easier and more rewarding, so our customers can focus on what they do best: delighting their clients and creating stunning countertops.

Our products – CounterGo, Systemize, and Inventory – help fabricators streamline operations, improve efficiency, and grow their businesses. We're a profitable SaaS company with a loyal customer base and strong foundation

As we enter our next stage of growth, we're looking for a Business Operations Lead to serve as our Systems Champion – strengthening how we operate, scaling our processes, and driving alignment across the company.

## The Role

As Business Operations Lead, you'll partner with the CEO and leadership team to build the systems, frameworks, and processes that power a high-performing, customer-obsessed organization.

You'll bring structure to growth, ensure clarity in execution, and make our operations repeatable and scalable — all while preserving what makes Moraware special.

This is a **hands-on role** for someone who thrives on turning ambiguity into structure, creating systems that last, and collaborating with teams to execute with clarity and accountability.

We're a fully remote company with a small but mighty team. In this role you will work remotely, and periodically travel to meet with team members and customers in-person.

## You'll Be Responsible For:

- **Scaling Processes & Frameworks**

- Co-create and implement repeatable processes (SOPs, workflows, playbooks) across teams to ensure alignment, ownership, and long-term adoption.
- Build and maintain clear, current systems documentation so any team member can step into a process with clarity and confidence.
- Develop strong working relationships with process owners to ensure documentation hygiene and continuous improvement.
- Standardize reporting, metrics, and data flows to improve visibility and decision-making.
- Champion continuous documentation and improvement of workflows across departments.

- **Financial Operations**

- Oversee core billing operations — invoice accuracy, Amex expense imports, monthly sales-tax updates, and recurring expense tracking.
- Develop and maintain SOPs for billing, expense management, and vendor payments to ensure consistency and audit readiness.
- Manage and improve financial systems and workflows.

- **Strategic Projects**

- Lead or support cross-functional projects that improve efficiency and customer experience.
- Develop dashboards and frameworks to track performance and measurable outcomes.
- Support the CEO in assessing opportunities, prioritizing initiatives across departments, and translating strategy into execution.

- **Culture & Collaboration**

- Help build a culture of empowerment, accountability, and systems thinking in a cross-team collaborative environment.
- Strengthen communication loops that keep teams aligned around customer needs.
- Ensure new team members are effectively onboarded into Moraware's systems and operating principles.
- Model documentation hygiene and reinforce system ownership across teams.
- Foster cross-functional relationships that support clarity, communication, and continuous improvement.

## Objectives

- Ensure every team member follows and contributes to company systems.
- Develop a deep understanding of how work gets done across teams — and make it easier, faster, and more consistent.
- Create and maintain clear, effective documentation that supports autonomy and clarity.
- Teach and model systematic thinking and continuous improvement.

## About You

- **Experience:** 5+ years in business operations, strategy, program management, or consulting (preferably in SaaS or B2B software).
- **Operator's mindset:** You see gaps, solve problems, and create clarity from ambiguity – with a proven ability to design frameworks and implement processes that scale.
- **Structured thinker:** You move from big picture to actionable steps; breaking complex problems into structured, repeatable solutions.
- **Collaborator:** You build trust and strong working relationships across Sales, Customer Success, Product, Marketing, and Engineering.
- **Customer-centric:** You understand how great systems enable great customer outcomes.
- **Hands-on systems builder:** You're skilled at capturing, organizing, and improving how teams work through documentation, frameworks, and tools to drive lasting improvements.
- **Relationship-builder:** You engage teams in the creation and upkeep of systems, driving adoption and improvement through shared ownership.

## Why Join Moraware?

- Profitable, stable SaaS company with a loyal customer base.
- Remote-first culture that values work-life balance.
- Direct impact on how the company scales and operates.
- Join a small but mighty team that helps fabricators succeed with software they love.

We're a fully remote company. In this role, you will work remotely from CA, NV, OR, or WA, and periodically travel to meet with team members and customers in person.

The expected salary range for this role is \$92,000–\$128,000. This is the range we reasonably expect to pay for this position. Actual compensation will depend on factors such as experience, skills, and the value you bring to the team.

In addition to a competitive base salary, this role is eligible for participation in Moraware's company-wide profit-sharing program that fosters long-term commitment.

We offer four weeks of paid time off, ten sick days, 401(k) match, and we pay for 100% of health insurance premiums for you and your family. We also offer a stipend for professional development to help you continue your career journey.

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, disability, or any other protected class.

## How to Apply

If this sounds like the perfect match for you, email your resume to [careers@moraware.com](mailto:careers@moraware.com). In your email include:

- 3-5 sentences about why you are qualified to join our lean team at Moraware.
- 3-5 sentences describing why you've chosen Business Operations in your career path and what excited you about being a Systems Champion.