## Job Posting

<table>
<thead>
<tr>
<th>Position Title</th>
<th>Revenue Operations Coordinator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of positions</td>
<td>1</td>
</tr>
<tr>
<td>Duration</td>
<td>Full-time permanent</td>
</tr>
<tr>
<td>Location</td>
<td>Remote</td>
</tr>
<tr>
<td>Salary range</td>
<td>$54,000 - $67,000</td>
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</tbody>
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### About Artefactual

Artefactual Systems Inc. ([https://www.artefactual.com/](https://www.artefactual.com/)) provides archival management and digital preservation products and services to the cultural memory sector using open source software. We help to ensure that our international client base is able to care for the evidence of the past so that it can be trusted in the future. Though founded and still based in British Columbia, Canada, we have staff across Canada, the US, Spain, the UK, and El Salvador. We ground all our work in 4 core values: openness, collaboration, sustainability, and trustworthiness.

Artefactual values the diversity of the people it hires and serves. Our success is reliant on building teams that include people from different backgrounds and experiences who share their ideas and perspectives and participate openly in a collaborative, respectful, and supportive working environment. We are dedicated to hiring humans, not just a resume. We look for a diverse pool of applicants including those from historically marginalized groups. We invite you to apply even if you don’t think you meet all the requirements listed below.

We are not working with agencies or recruiters.

### Summary

The Revenue Operations Coordinator manages and optimizes the revenue operations process. This position works closely with the Business Development, Finance, and Customer Success teams to align efforts and will use data and analytics to measure and improve performance.

### Job duties

**Duty 1**  
_**Responsible for ensuring process and tool alignment for the entire customer lifecycle**_

- Ensure coordination of Lead, Deal and Customer management processes
- Align data and processes across tools and platforms
- Monitor the CRM systems (currently HubSpot) to ensure data is up to date
Duty 2
*Responsible for facilitating and tracking customer contracts*
- Ensure all customer renewals are tracked, invoiced and paid
- Ensure all contracts are accurate and reflect services sold, renewal terms, deliverable timelines, reporting timelines, invoicing schedules, etc.
- Identify and implement process improvements

Duty 3
*Responsible for gathering, analysing and reporting key revenue operations metrics*
- Create reports and dashboards for key metrics such as:
  - Cost Per Acquisition
  - Annual Recurring Revenue
  - Customer Lifetime Value
  - Win Rate
  - Customer Churn
- Provide metrics and analyses to Leadership that can help drive their decision making
- Perform detailed investigations into root causes, areas of most impact, priorities of focus, and recommend paths forward to optimize all RevOps processes

Job skills and qualifications
Must have
- 1-3 years of experience in revenue operations or a related field
- Strong analytical and problem-solving skills, with experience using data and analytics to improve performance
- Excellent spreadsheet skills
- Familiarity with sales and marketing tools, such as customer relationship management systems
- Excellent oral and written communication skills in English
- An interest in continuous improvement in service delivery
- At least 4 hours overlap with 8am-4pm Pacific Standard Time
- Legally able to work in Canada

Nice to have
- Experience with HubSpot, Quickbooks and other CRM and RevOps tools
- Ability to conduct market and customer research to identify opportunities for growth
- Strong project management skills, with the ability to prioritize and manage multiple tasks and projects
How to apply

- Submit your covering letter and CV addressing this posting's job skills and qualifications to jobs@artefactual.com.

- Name your file with your last name then first name and then the name of the job posting. For example: SmithRebecca_RevenueOperationsCoordinator.pdf

Deadline to apply

Friday July 21, 2023