Our MSEP Partner, Greenback Expat Tax Services, has an immediate need to fill the work from home position of **Remote People Operations Manager**. Please share with your military spouse community.

**Location: United States**

Greenback Expat Tax Services is a company that specializes in preparing tax returns for Americans living overseas. We are a highly energetic, positive, resourceful team working virtually across the globe. We believe that executional excellence is key to success.

We are seeking a Remote People Operations Manager to help support and develop a virtual team of accountants. The Remote People Operations Manager will be responsible for the day to day leadership and support of the accounting team including, but not limited to: team leadership and development, overseeing business development and client retention; unrivaled levels of customer service; and technical leadership and advisement.

This is an exciting opportunity for someone with strong people management skills and to work in a fast paced, virtual, global environment of this fast growing dynamic company!

You will be Responsible for:

- Overall support of a team of 35+ virtual accountants
- Management of the procedures and best practices that will streamline the processes for accountant team members
- Performance management by conducting regular audits in order to identify gaps, adherence to established protocol and procedure
- Manager the overall development and maintenance of key performance “dashboards” that will be used to provide the business owners with an accurate depiction of the organizations state of affairs
- Responsible for training and development needs for all accountants, including on-boarding of new accountants in collaboration with HR
- Providing day to day technical support to accountant team and proactively provide communication on business trends, escalating as appropriate
- Responsible for the accountant intranet/portal, creating a day to day community amongst the team and encouraging collaboration and relationship building

This role is right for you if you have:

- 2-4+ years of people management experience; leading and developing a team of professionals
- Proven experience in standardizing processes, onboarding and training initiatives, process improvement, project management and development
- Proven ability in leading and developing successful teams through proactive performance management, dashboards, team apps and standard operating procedures
- Strong verbal and written communication skills with the ability to positively influence morale, foster creation of a team oriented environment, and motivate the team
- Proven ability to handle a high-volume workload at a high level of efficiency
- High level of proficiency and comfort with technology with the proven ability to quickly becoming an expert in new software, systems, and processes
- Possess an analytical mind with a demonstrated ability in identifying business trends and providing recommendations/solutions for process improvements
- Have exceptional organizational and time management skills
- Must be self-motivated and independent. Taking ownership of work and be accountable for their actions and decisions
- Prior experience with Salesforce is preferred

Ideally you will:

- Be a detail orientated leader, solutions focused, ambitious and seeking a high growth fast paced environment
- Be self-motivated, energetic and able to build a presence of being a reliable resource for the accountant team, in a virtual environment
- Have the ability to work with peers, staff and senior management collaboratively in a team-oriented environment
- Be process driven and operate using a data driven approach
- Possess an unquestionable level of integrity and respects quality assurance requirements
- Have a history of building relationships with clients and colleagues and is committed to fostering and maintaining a service culture
- Loves a good challenge, can follow a strategic plan and execute flawlessly
- Have a passion for excellent customer care. In the end, the most important role for the People Operations Manager is ensuring that we deliver outstanding customer care at every step

Educational Requirements

Bachelor’s Degree in Human Resources, Management, Finance or another business-related field preferred

This is a work from home, full time contractor role. The position would best suit a candidate in US Time Zones, to allow easy overlap with the business owners and rest of the team. This role is a long-term independent contractor role.
If you are interested in learning more about this exciting opportunity, please submit your CV/resume and a cover letter that describes your salary requirements, qualifications and why you are interested in working with Greenback.

Your cover letter MUST contain a summary of your qualifications and why you are interested in working with us. Submissions that do not include a resume AND cover letter will not be considered.

PLEASE NOTE: Due to the high volume of applications, we will only be reaching out to those who move forward to the next step of the interview process.

Application mechanism: https://www.greenbacktaxservices.com/jobs/remote-people-operations-manager/