

## **About Us**

6 River Systems is disrupting a hundred billion dollar industry with a new approach to warehouse automation. Founded in 2015, we have developed a solution built on proprietary mobile robots and cloud-based enterprise software. Our solution is half the cost of traditional automation and 2-3x faster than manual, cart pick operations.

## **Culture**

Our culture is built on trust, smarts, and collaboration. We have a West Coast vibe with Northeast drive. As a team, we encourage open discussion about particularly challenging problems. We are as passionate about hiring the right people as we are about building great products.

## **Position Overview**

We are searching for a director of technical operations who can contribute immediately and build a team as the company grows. This is a “first hire” for this group, with responsibilities for the people, process, and system which drive a top-tier customer experience for a fast growing company. The expectation is that you bring in relevant industry experience, learn quickly, and work both independently and across the organization effectively. This is a unique opportunity; you will have an immediate impact on the development of our company and will report to the CEO.

## **Key Activities**

- Build a world class technical operations practice, supporting existing customers sites and active installations
- Develop and implement best practices and processes, collaborating with other teams on necessary next steps
- Attract, hire, retain, and mentor high-performing teams and individuals
- Identify, measure, and manage key business and support metrics such as quality and cost of service, issue response times and close rates
- Maintain a close partnership with engineering, customer operations, and product teams to prioritize customer requests and identify resolutions
- Prepare presentations for Board of Directors and Senior Management Team

## **Position Requirements**

- Experience building and running incident management teams, including a history of developing appropriate processes, hiring exceptional talent, and mentoring
- Experience in supply chain, warehouse, or automation industry
- Effective communicator, ability to clearly articulate technical concepts and work under pressure
- Ability to set clear and deliverable goals with demonstrated tenacity, commitment and accountability for results
- Experience with VC-backed startups
- Bachelor’s degree in Computer Science, Information Systems, Engineering, other technology related disciplines
- Minimum 10 years of relevant experience with 5+ years of direct management experience

## **Compensation**

Competitive salary and equity. Excellent benefits and limitless career growth opportunities

## **Location**

Position will be based at our headquarters in Waltham, MA

## **Travel**

Occasional travel; primarily in North America