



Head of Operations

Job Requisition ID	R000534
Location	USA, Remote
Job Type	Contract, Part-time (12–16 hrs/week, scaling to full-time)
Product Line	Corporate – covers all product lines
Reports To	CEO
Compensation	Base salary + performance bonus (both company and individual) + meaningful equity

About the Role:

We are looking for a Head of Operations to be the CEO's right hand and the person who turns strategy into execution as CentroidAI moves from proof-of-concept to first revenue. This is a build role, not a maintenance role. You will own how the company runs day to day—across go-to-market, delivery, customer success, and the rhythms that hold a fast-moving, multi-industry startup together.

You will work shoulder-to-shoulder with the founder on the highest-priority initiatives, identify where the business is leaking time or momentum, and put the processes, metrics, and discipline in place to fix it. Early on you will do the work yourself; over time you will build and lead the team that scales it. We are calling this role Operations Lead deliberately—there is real room to grow into a broader operating leadership role as the company scales, and we want someone hungry for that path.

If you are energized by ambiguity, take ownership without waiting for direction, and want to be the operating architect behind a company's growth, this role offers significant impact, autonomy, and meaningful equity.

About CentroidAI:

CentroidAI is a predictive intelligence company. We operate in startup mode EVERYDAY. We turn data into foresight—helping organizations across pharma, healthcare, and manufacturing see what's coming and act before it happens. What began as donor intelligence has grown into a predictive intelligence platform applied across multiple industries, always grounded in domain expertise and measurable business impact.

At CentroidAI, we understand the fatigue around empty AI promises. Unlike the many companies that use "AI" as a label without delivering real value, we are building a genuine



AI platform grounded in domain expertise and operational impact. Our startup mindset drives us to focus relentlessly on delivering measurable business outcomes—turning advanced technology into practical tools that solve today’s toughest challenges for our customers. We put value first, because for us, AI is about results, not hype.

CentroidAI is passionate about our employees and contractors, our customers, and the value and quality of our solutions. These are manifested in our four corporate values:

- **People-First**
We treat our team as our primary advantage, creating a high-trust, low-ego environment where people can learn fast, take smart risks, and do the best work of their careers. Happy employees take care of our customers and always do the right thing.
- **Customer Delight**
We make our customers wildly successful, delivering outsized value at a much lower cost. The customer puts food on our table, and without customers we would not exist.
- **Real-World Impact**
Our purpose is to solve real problems for our customers and the people they serve, and we prioritize work that moves the needle on outcomes, access, and affordability. Everything we do keeps the end outcome front and center.
- **Futuristic R&D**
We push the boundaries of science and AI like a scrappy lab, rapidly testing bold ideas and turning them into practical tools before bigger players even notice the opportunity. At our core, we are a technology company that brings business value from data.
- **Integrity**
We always do the right thing, at all times. We abide by regulations, stay honest, fulfil our contractual obligations, and respect the letter of the law—without discrimination, whether with employees, customers, partners, or anyone else. It will be noticeable.

What You’ll Do:

Strategic execution: Partner with the CEO to break down strategic goals into clear, actionable plans. Lead high-priority, cross-functional initiatives from idea through completion, and drive accountability for results.

Run the business operations: Own the operating cadence across go-to-market, delivery, and support. Build the lightweight processes, dashboards, and metrics that give the company visibility and discipline—without process for its own sake.



Go-to-market support: Help bring structure to the sales and business-development pipeline—forecasting, follow-through, and keeping deals and partner engagements moving. Identify friction from first contact through delivery and help remove it.

Customer and delivery success: Make sure customer engagements and pilots are delivered on time and to spec. Coordinate across engineering, product, and external partners so commitments are met and customers see value quickly.

Executive proxy and communication: Represent the CEO in select meetings, make informed decisions in the moment, and ensure follow-through on every action item. Own key internal and external communications, and help prepare materials for partners, investors, and the team.

Build the team: As the company scales, hire, mentor, and lead the operations function—fostering a high-trust, low-ego, accountable culture that reflects our values.

What We're Looking For:

You are a builder, not a maintainer.

You are most energized when there isn't a clear path yet and you get to define it. You spot gaps, shape solutions, and drive them forward without waiting to be told.

You bring operating discipline to scrappy teams.

You have installed structure where there was none—cleaned up messy pipelines or CRMs, replaced wishful forecasts with honest ones, and made cross-functional work actually close out.

You are genuinely AI-native.

You don't just use AI tools occasionally—you have rewired how you work around them. You are faster and sharper because of it, and you treat AI as a multiplier in how you prep, communicate, and think.

You have done this before.

You bring the experience and judgment to operate as a trusted partner to a driven founder, and to handle senior stakeholders with calm and confidence.

Requirements:

- 8+ years of experience in operations, strategy, revenue operations, consulting, or a Chief-of-Staff-type role, ideally in a high-growth technology or healthcare-technology environment.
- Proven track record driving cross-functional initiatives and managing stakeholders at the executive level.



- Strong analytical and problem-solving skills, with the ability to turn complex problems into clear recommendations and use data and BI tools to back them up.
- Clear thinking, excellent written and verbal communication; able to synthesize complex topics into concise, decision-ready messages.
- Demonstrated ability to work independently, manage a heavy and shifting workload, and stay calm and decisive under pressure.
- Comfortable working in a fast-paced, evolving startup environment with limited structure.
- Bachelor's degree required; MBA or advanced degree a plus.

Nice to have:

- Prior Chief of Staff or founder's-office experience at a high-growth startup.
- Domain exposure to healthcare, life sciences, pharma, or B2B SaaS.
- Experience standing up operating cadences, forecasting, or revenue/customer operations from scratch.

Compensation & Benefits:

This is a full-time role with a competitive, experience-based salary and annual bonus (part based on company performance, and greater part based on individual contribution). This position also carries meaningful equity—we want the person in this seat to share in the upside they help create. We are transparent about compensation and will discuss specifics during the interview process.

Why This Role Is Unique:

Ground-floor impact: You join as we move from proof-of-concept to first revenue, which means the operating playbook is yours to write.

Direct line to the founder: You work side by side with the CEO on the decisions that matter most.

Room to grow: We deliberately scoped this as Operations Lead so there is a real path to broader operating leadership as the company scales.

Meaningful equity: You build the value, and you share in it.

Equal Employment Opportunity:

CentroidAI LLC is an equal opportunity/affirmative action employer that evaluates qualified applicants without regard to age, ancestry, color, religious creed, disability, marital status, medical condition, genetic information, military or veteran status, national



origin, race, sex, gender, gender identity, gender expression and sexual orientation or any other protected factor. We consider qualified applicants consistent with legal requirements.

How to apply:

Please email your latest resume, along with a cover letter explaining how you can make a difference at CentroidAI, to careers@centroid-ai.com.

Please include your expected compensation and your likely start date.