

# Platform Operations Associate

**Tremendous**

[www.tremendous.com](http://www.tremendous.com) | San Francisco, CA

**Location:** Remote, Eastern Time

**Type:** Full-time

**Min. Qualifications:** 2 years of professional experience or graduate of a top university

**Application Deadline:** Rolling, applicants are encouraged to apply ASAP

## **Company Overview:**

Tremendous is a profitable Y Combinator startup based in San Francisco and we're looking for talented, driven people to join our team. Millions of people have used Tremendous digital gift cards and thousands of companies, including Nike, Samsung and EA, have offered them as rewards or incentives.

Gift cards have become a fundamental currency of the \$150B+ global rewards and incentives market. With its digital rewards platform, Tremendous is helping businesses adopt a modern approach to managing their rewards and incentives programs. Instead of keeping drawers full of plastic gift cards, companies can use Tremendous to digitally deliver gift cards on demand.

Tremendous also offers a consumer gift card product through its GiftRocket brand ([giftrocket.com](http://giftrocket.com)). GiftRocket has seen significant adoption as a consumer-friendly alternative to merchant-branded gift cards.

## **Role:**

Tremendous is hiring a Platform Operations Associate to run the daily operations of its two websites, [tremendous.com](http://tremendous.com) and [giftrocket.com](http://giftrocket.com). This is a hybrid role with numerous responsibilities including payment operations, payments compliance, fraud prevention, customer support and vendor management. You will become a product and process expert in order to manage operational challenges, resolve customer inquiries, and support the CEO directly.

The position reports to the CEO. A good candidate possesses high levels of patience and discipline to work through a large number of operational tasks. This role requires a person comfortable interfacing with numerous stakeholders, including management, product, engineering and sales. We will pay above-market salary for highly qualified individuals.

**Responsibilities:**

- Perform daily operations for Tremendous and its direct-to-consumer site GiftRocket
- Respond to customers inquiries via email, chat and occasionally phone
- Investigate and resolve customer problems
- Track incoming payments from corporate customers and initiate outgoing payments to various vendors
- Review customer transactions for fraudulent and suspicious activity
- Manage various vendor relationships and processes, such as card collateral development with our prepaid fulfillment partner
- Manage other company operations as required

**Important Candidate Qualities:**

- Diligent and organized problem solver who can work through large lists of operational tasks
- Patient listener who is eager to understand and address customer problems
- Excellent written and oral communication skills
- Driven to create exceptional quality work and improve processes
- Must love helping clients solve their business needs

**What's special about this opportunity?**

- Work remotely
- Fast-paced startup environment
- Opportunity for growth within small team
- Work directly with founders and management
- Above-market pay for highly qualified candidates

Please email us at [jobs@tremendous.com](mailto:jobs@tremendous.com) if you believe you're a good fit for this position. We look forward to hearing from you.