



WHERE NO STARTUP STANDS ALONE

Position Description

Junior Chief of Staff

We think you'll like it here.

Overview of GAN

What does working at GAN look like?

Creating a culture of happy colleagues is part of GAN's DNA. We want our team to love what they're doing while working at a place that's growing and moving quickly. Benefits at GAN are a reflection of what matters most: You. We hire based on values and entrepreneurial spirit. Because of this, we have a smart team who has fun, cares for one another, and gets a lot done. You'll be joining a team of hard-working, happy, and humble people.

What is GAN?

GAN is a highly-curated community of independent accelerators, partners, and investors. We're obsessed with helping startups all over the world succeed, which is why GAN's mission is to give startups the power to create and grow their businesses, wherever they call home. Our community has helped more than 17,000 companies receive over \$8.4B USD in funding and create more than 53,000 jobs globally.

GAN started in 2010 when Brad Feld and David Cohen—the two co-founders of Techstars—had the idea to connect the top mentorship-driven, seed-stage accelerators around the world. Alongside the White House's *Startup America Initiative*, GAN was launched to align those accelerators and create a community and model for their success. Today, GAN is an independently-operated organization with more than 140 of the world's tech accelerators in our community, running programs in 120+ cities all over the world. GAN Ventures is our investment arm, making seed-stage investments in startups across the globe. And, we have built two parallel communities—GAN Partners, a group of engaged corporate partners that are seeking to build meaningful relationships with GAN Startups everywhere and the Global Startup Studio Network (GSSN,) a growing community of startup studios that spans four continents.

What are GAN's Values?

- **Humanity:** Create environments where people are empowered to fulfill who they set out to be.
- **Service:** Exhibit a level of selflessness that makes people question our sainthood.
- **Integrity:** Deliver what we say we'll deliver, and be honest early and often when we face challenges.
- **Action:** Get stuff done. Continually grow and evolve based on the needs of our community and work to proactively know those needs.
- **Celebration:** Pop a cork when people reach greater heights. Getting stuff done doesn't mean you have to be boring.
- **Drive:** A deep determination to do whatever is appropriately necessary to support our clients, colleagues, and ourselves.



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Position Description, Cont'd

Overview of GAN's Junior Chief of Staff Role

You'll be the right-hand person to GAN's CEO and will have your hands in our business' operating systems, will drive company level project management, and will liaise with key contractors (technical and non-technical). Someone who will do well as our Junior Chief of Staff is a natural and respected leader and will be treated as one—and is someone who uses a combination of emotional intelligence and project management skills to set and exceed goals.

The Junior Chief of Staff will be part of a small-but-mighty team that supports our mission and value proposition to a diverse and global audience. Your responsibilities will revolve around implementing executive strategy through our company operating systems, our products, our relationship with key partners, and our internal culture. You'll help to cultivate the connective tissue that brings the GAN team together under a unified, passionate umbrella; maintaining transparency and accountability to our stated goals, and ensuring that our products and services are situated to best support our clients. Success in this role will require impeccable organization, clear communication, diligent execution, and the insatiable desire to improve over time through continual iteration.

The Junior Chief of Staff is someone who is humble enough to execute all the minor details needed to get things done. In short, you will be a key extension of the CEO and help coalesce company processes to meet organizational needs, manage longterm strategic projects, and serve as a voice and point of contact for the leadership team at GAN HQ. You'll **love** tracking large scale projects, problem solving cross-functionally, and finding ways to make your teammate's jobs more streamlined and more enjoyable. In sum, you thrive in maintaining rhythms and keeping things on track.

This is a multifaceted role that is responsible for driving the operations engine for GAN. Part project manager, part systems implementer, part liaison with key strategic partners - you will work closely with GAN's CEO, Chief Growth Officer, Director of Customer Success, and Growth Marketing Manager on company wide initiatives and key strategic opportunities.



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Position Description, Cont'd

Internal Systems & Communications

In this capacity, you'll define and execute the company's core operating rhythms, including and maintaining (and building where needed) all systems we use to capture and communicate our progress against KPI's and OKR's. You'll own and lead both the preparation and follow-up for all executive and company-wide meetings.

Project Management

You'll collaborate with the Customer Success and Product organizations to define and manage sprint plans, new feature development, and special projects that deliver the CEO's vision and evolve our product set in line with customer expectations. This job requires more than project management, but not less. It's a function that will require both right and left brain thinking — immense creativity, and intense detail orientation. You'll serve as the go-to contact for ad-hoc projects ranging from short-term experiments to help explore new growth opportunities, to long-term initiatives that require you to serve as stand-in for the CEO during status meetings that drive accountability with the company's sales, marketing, and customer success leaders.

Liaison with Operational Partners

Our operations run smoothly with the support of a few key partners (legal, finance, and development resources - to name a few). You will own the management of these partners including maintaining all regular rhythms (eg - monthly financial reporting) and adhoc requests (eg - contract terms review). Some strategic projects will require our partners to interface directly with members of the team, and you will be the link between internal and external players to ensure smooth communication and continual progress towards longterm goals.

Responsibilities

- Supporting the work of the Chief Executive Officer (his name is Pat) fully leveraging his time & focus to implement strategy and tactics that deliver on GAN's vision
- Taking on leadership of large scale projects and initiatives, at the direction of the CEO, ranging from new products & features to improvements or examinations of existing tools & processes
- Plan, manage, document, and measure longterm and short term projects to ensure company goals are met
- Being an exceptional teammate and partner to colleagues across departments
- Driving alignment among functional teams (Sales, Customer Success, and Marketing) through regular touch-points to increase transparency and communication
- Keep the heartbeat of the business humming - including preparing for (and recapping after) weekly, quarterly, and annual team meetings
- Maintain effective tracking of company-wide KPI's and quarterly goals
- Serve as the point of contact for external operations resources (including legal, finance, and development resources) in both a project management and support capacity



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Position Description, Cont'd

Minimum Qualifications

- You have a Bachelor's degree or equivalent practical experience
- You have 2+ years of operations experience
- You are familiar with and have used project management systems
- You have high-level excel skills (including, but not limited to, functions, pivots, etc.)
- You have demonstrated experience in implementing and executing standardized business processes
- You are detail-oriented person through and through - things don't fall through the cracks under your watch
- You care about people and want to be part of a unique team that supports one another.
- You have the ability to think strategically AND execute on the details
- You have a startup mindset & owner mentality
- You have a demonstrated interest in emerging technologies and innovation
- You have a passion for local economies, small business entrepreneurship, and community development
- You embody GAN's values (see Page 1)
- You have an above-average sense of humor

Preferred Qualifications

- You have some experience in startup world, ideally with broad experience in cross-team functionality with project management a plus
- You have experience organizing and leading the operations of small and medium-sized teams, including distributed teammates
- Bonus points for familiarity with EOS described in [Traction](#)
- You have an excellent sense of humor
- You have international experience and wouldn't mind doing some travel, including overseas

To Apply

Please send your resume and LinkedIn profile to jobs@gan.co. Instead of a traditional cover letter, we ask that you answer the following questions and work the word "zebra" into the body of an email:

- Why did you choose to apply to GAN, and what about working here interests you the most?
- How did you hear about this position?
- What makes you unique in 150 characters or less?

Unfortunately, candidates with incomplete applications won't be considered for this role.



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GAN Benefits Overview

Great insurance: A top-tier insurance plan where the company pays for 100% of your health, vision and dental plan along with a Flexible Spending Account where you can set aside pre-tax money for out-of-pocket medical expenses.

Cell Phone Reimbursement: Monthly reimbursement for your cell phone plan.

Snacks: An allowance for coffee and snacks from any coffee shop while you're working.

Matching Donations: When you donate money to a qualified charity, GAN will make a matching gift to that charity on your behalf, up to \$500.

Fitness Allowance: Use up to a \$50 per month fitness allowance for your gym membership, yoga studio membership, or whatever activity you do to stay healthy.

Professional Development: Admission and travel costs paid for professional development opportunities, industry meetings, and events.

Time Off: We have a generous PTO policy, time off for all major holidays, and up to three days off to volunteer in your community every year.

Remote Work: Work two days each week (currently Tuesdays and Fridays) from wherever you want. Whether it's the mountains, your house, a hut...it doesn't matter.

Sabbatical: Every three years, employees are granted a one-month-long paid sabbatical.

Parental Leave: Maternity and paternity leave for new parents.

Job Costs: We pay 100% of the costs for the hardware/software you need to do your job.

A "Holiday Holiday": We shut down the office every year from Christmas Eve through New Years Day for you to enjoy time with your family or friends.



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Important Final Thoughts

Your Compensation:

Total compensation for this role is between \$55,000 and \$70,000 based on experience, and is made up of a base salary and bonus. We'll discuss this more with you early on as we begin the interview process.

Equal Opportunity Employment:

GAN is an Equal Employment Opportunity employer. All qualified applicants/employees will receive consideration for employment without regard to that individual's age, race, color, religion or creed, national origin or ancestry, sex (including pregnancy), sexual orientation, gender, gender identity, physical or mental disability, veteran status, genetic information, ethnicity, citizenship, or any other characteristic protected by law. GAN is committed to being an Equal Employment Opportunity Employer and offers opportunities to all job seekers including any job seeker with a disability. If you need a reasonable accommodation to assist with your job search or application for employment, please contact us by sending an email to hello@gan.co.