Junior business operations - Lightico

B2B SaaS | AI-First | Enterprise & Regulated Industries

Tel Aviv (Hybrid)

Who we are?

Lightico is an AI company building software for some of the world's most regulated industries.

We help banks, telcos, and large enterprises use AI to complete critical customer journeys — where accuracy, compliance, and trust are non-negotiable. Our platform applies AI to the last mile of customer interaction, including document understanding, data validation, identity verification, and real-time journey orchestration across digital and human channels.

What sets Lightico apart is where we operate. We deploy AI inside environments governed by strict regulatory, legal, and audit requirements — where systems must be explainable, secure, and reliable in production, not experimental.

Our customers rely on Lightico for high-stakes workflows such as onboarding, approvals, and compliance, where AI must deliver measurable outcomes while meeting the highest standards of governance.

Lightico builds AI that works in the real world, in the places where it matters most.

We're located in central Tel Aviv (close to Azrieli)

The Opportunity

This is a high-exposure, high-learning role for someone early in their career who wants to understand how a modern SaaS business really works — not from textbooks or slide decks, but from inside the engine room.

You'll work directly with the CRO, helping to design, document, and improve how the business operates: processes, structures, operating rhythms, and best practices across sales, marketing, customer success, and revenue operations.

This role is intentionally broad. It's designed for someone with a high ceiling of ability who may not yet know exactly where they want to specialize, but is eager to learn fast, think deeply, and take on responsibility.

What You'll Be Doing

- Work side-by-side with the CRO on business operations, process design, and organizational structure
- Help define and document core operating processes across revenue, go-to-market, and customer lifecycle
- Support planning cycles, forecasting, pipeline reviews, and executive-level preparation
- Identify gaps, inefficiencies, and opportunities for improvement — then help fix them
- Build frameworks, playbooks, and internal documentation that scale with the company
- Act as a connective layer between teams, helping translate strategy into execution
- Gain exposure to board-level thinking, enterprise SaaS economics, and global GTM execution

Who This Role Is For

This role is ideal for someone who:

- Is in their first job after university, or recently graduated (Business school is an advantage)
- Has experience working with AI tools, a deep understanding of the field, and a natural curiosity about AI-related topics.
- Is intellectually curious, structured, and comfortable working with ambiguity
- Learns quickly and enjoys understanding how things really work
- Wants a 360° view of a SaaS business, before choosing a long-term specialization
- Is comfortable working closely with senior leadership and taking ownership early

- Has excellent written and verbal English (Native speaker)

You do not need prior SaaS experience — but you do need drive, maturity, and the ability to think clearly.

What You'll Gain

- Direct mentorship from a CRO with deep, hands-on experience
- A rare, holistic view of how a global SaaS company is built and scaled
- Exposure to sales, marketing, customer success, finance, and operations
- A strong foundation for future roles in operations, strategy, revenue, product, or leadership
- Accelerated learning that would normally take many years across multiple roles