

Vacancy Get-e

# Head of Operations



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## Requirements

- Over 8 years of experience
- In operational management
- Proven track record in optimizing and scaling processes
- Entrepreneurial mindset
- Hands-on approach

 Hoofddorp

**Since its market debut ten years ago, Get-e has rapidly become a leader in global ground transportation solutions. Now, with bold expansion plans supported by venture capital, the tech-company is poised to broaden its horizons even further. The Head of Operations is at the forefront of this transformation, optimizing processes and driving scalability to turn ambitions into reality.**

# About Get-e

Get-e is a Dutch tech company that has been providing reliable ground transportation services for over a decade. Founded by two enterprising Dutch college friends, the company has grown rapidly and now operates in more than 110 countries. Today, Get-e offers a range of services – from coach transfers to comprehensive transport solutions – earning a solid reputation through thorough partner audits. The platform operates as a fully automated marketplace where supply and demand are seamlessly matched. The company's diverse clientele includes business travelers, airline crew, and travelers needing medical assistance, with notable partnerships with companies such as Lufthansa, Visa, British Airways, and Iberia.

A major competitive edge for Get-e lies in its high-tech platform, which integrates nearly every aspect of its operations – including the schedules and flight timetables of major airlines. This integrated approach not only streamlines processes but also drives the company's ongoing success. Get-e recently broadened its service offering for airlines by adding crew hotel accommodation and crew positioning flights to its product mix. By combining these three services into a one-stop shop, Get-e can provide customers with a comprehensive end-to-end solution for all their crew logistics needs. This strategic move expands the addressable market from EUR 1 billion to EUR 8 billion, positioning the company for continued exponential growth in the coming years.





## Venture capital fueling international expansion

Recently, Get-e secured a second round of venture capital investment, further fueling its rapid international growth. Headquartered in Hoofddorp, the company employs about one hundred employees who work in a non-hierarchical, agile and international environment where decisions are made quickly and adaptability is valued. As Get-e continues to grow, it remains committed to maintaining the scale-up mindset that has driven its success from the start.



# Head of Operations

**The Head of Operations joins Get-e during a pivotal moment. It's time to expand, professionalize, and prepare Get-e's operations for the significant growth and scaling that lie ahead. This role is critical to the company's future success and rapid scaling.**

Achieving this growth requires highly efficient systems, professional communication with clients and suppliers, and scalable processes. With big plans ahead – and the opportunities and challenges they bring – the tech company needs a data-driven and hands-on Head of Operations who can solidify the foundation and drive the necessary next steps. This means setting clear KPIs, actively managing performance, and elevating the team. Naturally, as services evolve, the Head of Operations will drive substantial team expansion and make sure that processes on both the customer side and within the company's platform are seamlessly integrated.

The team currently comprises 28 FTE, including those responsible for daily operations as well as the customer care professionals handling post-transport services. This dedicated team ensures that Get-e consistently delivers on its promise of 24/7 support and responds adequately to ad hoc or emergency situations. As an inspiring leader, the Head of Operations motivates the team to excel every day while keeping a strong focus on service excellence. They collaborate closely with IT/Tech, Product, and Sales teams, as well as with the CEO, to whom the Head of Operations reports directly.

**“Although we’ve achieved a decade of success, we see this as a new starting point that unlocks tremendous growth opportunities. By successfully integrating new services into our offering, we can make a significant leap forward. As Head of Operations, you’ll play a crucial role in driving that leap forward.”**

**Alexander van Deudekom,  
Founder and CEO**

A driven Head of Operations who thrives in a dynamic environment will find the perfect fit at Get-e, where passionate professionals work together to elevate the company’s market-leading position and reshape the industry for the long term. The right candidate not only shares this drive and commitment but ideally also brings valuable experience from both start-up/scale-up and corporate environments.





## Interested?

Get-e is working with Top of Minds to fill this vacancy.  
To express your interest, please contact Emma de Wit at  
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