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Position	Senior Manager, Operations
Level	Professional
Status	Full Time
Department	Finance and Operations
Location	Norwalk, CT

SeriousFun Children's Network, founded by Paul Newman, is a growing global community of independently managed and financed camps and programs, which have come together with a common purpose – to provide transformative experiences to children with serious illnesses and their families, free of charge. Through our 30 camps and programs around the world, SeriousFun reaches more than 150,000 children and families annually. Learn more at www.seriousfun.org

About us: The SeriousFun Support Center is located in Norwalk CT. Our team of 33 staff members provides support services to SeriousFun camps and partnership programs around the world to ensure program and operational excellence, create awareness for the camps worldwide, and foster the continued growth of the Network as a whole.

SeriousFun is committed to fostering and ensuring a culture and environment that values the experiences, knowledge, and voices of all those who work to carry out our mission. We are continually focused on bringing our core principles of diversity, equality, and inclusion to life by embracing individual talents and experiences and encouraging ongoing learning and understanding.

The purpose of our job posting is to provide an overview of the responsibilities and qualifications needed for this role and what it's like to work with us. If this sounds like the work you would like to do - and if we sound like a non-profit that you would like to work for - **then please apply even if you don't match 100% of the job description.**

This position is perfect for you if: You are a process-oriented individual that has a passion for organizational operations and someone who works well independently, while also collaborating and communicating effectively with colleagues and other stakeholders. This position requires an individual who is highly accountable, pays great attention to detail, is resourceful and proactive.

Position Summary

Reporting to the Chief Financial Officer (CFO), the Senior Manager, Operations is an integral part of the Finance & Operations (FinOps) team who works collaboratively across all departments at the SeriousFun Support Center and, to an extent, across the broader SeriousFun Network. The Senior Manager, Operations helps to ensure effectiveness and compliance with various operational processes and procedures, timely and thorough monitoring of organizational risks, tracking of progress against strategic goals and priorities, and accurate annual reporting to charity rating agencies. The Senior Manager, Operations also identifies and contributes to business process improvements to help the FinOps team in

its mission to continually improve to maximize the effectiveness and efficiency of the support we provide so that we can increase our capacity, add more value, and be a model for best practices.

Essential Responsibilities

- Follow organizational procedures and control systems to document, prevent, and mitigate against risk
- Oversee third-party information technology (IT) services and coordinate with leadership and staff on any related issues, changes, or developments
- Manage process for engaging with and monitoring third-party vendors and contracts
- Help to oversee and maintain the corporate insurance portfolio
- Develop reports for charity rating agencies
- Keep state-based fundraising registrations up-to-date and compliant
- Collaborate in the day-to-day management of office operations
- Provide non-HR risk management and compliance training to staff and serve as the point of contact for risk and compliance related matters
- Prepare reports for the Support Center senior leadership team, Board committees, and external regulatory bodies as appropriate
- Other related duties as assigned

Key Competencies

Job-Specific Skills, Knowledge and Ability: Demonstrating the application of job-specific technical skills, general knowledge, and/or abilities to add value.

Authority and Accountability: Providing direction of processes, projects, programs, and people. Delegating responsibilities and decisions appropriately. Being accountable for results.

Critical Thinking and Decision Making: Making decisions and solving problems involving varied levels of complexity, ambiguity, and risk.

Planning and Organizing: Defining tasks and milestones to achieve objectives and ensuring the optimal use of resources to meet those objectives.

Interpersonal Skills: Building and maintaining productive work relationships, collaborating with others to achieve common goals, listening and communicating in a way that is inclusive, respectful, and supportive of others.

Adaptability: Adjusting one's own behavior to work efficiently and effectively in light of new information, changing situations, and/or different environments.

Leadership: Setting a positive example, encouraging and supporting collaboration and teamwork, exhibiting humility, helping others achieve success, and being honest and trustworthy.

Management: Mentoring, coaching, and providing feedback, direction, development opportunities, and positive reinforcement to employees. Inspiring commitment, providing vision, promoting and ensuring alignment with organizational goals and values.

Organizational Values

- Inclusion - As a global network, we welcome and celebrate diverse voices and perspectives, and create communities and experiences based on inclusion and belonging.
- Possibility - We create opportunities for everyone impacted by our mission to explore their unique talents and abilities, discover their own potential, and imagine what's possible.
- Collaboration - We know we are stronger together. Purposeful collaboration and knowledge-sharing across our Network results in greater efficiency, reach, and impact.

- Innovation - Inspired by our founder Paul Newman, we continuously innovate and evolve to meet the needs of the children and families we serve and positively impact the world around us.
- Safety - Safety and security are cornerstones of SeriousFun's work. As a Network, we create environments and experiences that prioritize the medical, physical, and emotional wellbeing of all.
- Fun - We take our work seriously so children and families can focus on having fun.

Minimum Qualifications

- Education: Bachelor's Degree (e.g. BA, BS) or equivalent
- Years of Relevant Work Experience: 5-7 years
- Proven track record of high accountability, attention to detail, resourcefulness, and proactive approach to work
Professional experience in organizational compliance and/or risk management

Preferred Experience and Skills

- Experience in working in NGO's or other non-profit organizations, particularly those with federated/networked structures.
- Professional experience in project / program management

Company Culture, Perks, and Benefits – please read **Our Philosophies** [here](#) to get a sense of what's important to us.

- Fun, respectful, and collaborative environment
- Professional Development opportunities (online and company-facilitated offerings)
- Respect for your non-working time (in Eastern Standard Time) unless under special circumstances, we limit contacting staff on evenings and weekends.
- 30+ for you to enjoy as you see fit, including vacation days, holidays, and opportunities to volunteer at a SeriousFun camp.
- Paid time off for family, medical, and civic service needs.
- Company-sponsored retirement 403b plan after one year of continued service.
- Modern office located in a fully renovated mixed-used building with great onsite (free) amenities.
- Steps away from the East Norwalk train station

Benefits are subject to change

Compensation is commensurate with experience and relevant labor market comparisons.

To apply for this position, please submit your resume, and cover letter and complete an application here:
[Operations Application](#)

