



FOR DISTRIBUTION

Position	Manager, Network Operations
Status	Full-time
Department	Finance and Operations
Location	

About SeriousFun

Founded by Paul Newman, SeriousFun Children's Network is a global community of 30 independently run camps and programs across five continents. Together, these camps provide transformative experiences — always free of charge — for children with serious illnesses and their families, reaching more than 150,000 individuals annually.

Each camp and program is locally led and tailored to its community, while connected through the global Network for shared learning, support, and standards of excellence.

The SeriousFun Support Center, based in East Norwalk, CT, is a team of 33 staff who provide services that ensure program and operational excellence, create awareness, and support the continued growth of the Network worldwide.

We are committed to fostering diversity, equity, and inclusion by valuing the experiences and voices of all who carry out our mission.

To continue this mission, we are seeking a talented finance professional to join our Support Center team.

About the Role:

Reporting to the Associate Director of Operations, the Manager, Network Operations is an integral member of the Operations team. The Manager, Network Operations works in close collaboration with and in support of the Associate Director to manage and improve the network operational processes, standards administration, camp-facing systems support, and service workflows that enable consistent delivery across the network. This role serves as the primary operational business owner for standards, membership, and network support processes, ensuring that workflows are usable, documented, and adopted.

Areas of Ownership

Please keep in mind that percentages reflect relative priority, not exact time allocation.

- **Network Standards & Memo Operations (40%)**
- **Operational Systems & Process Management (30%)**
- **Network Services & Operational Support (20%)**
- **Operational Reporting & Process Improvement (10%)**

Key Responsibilities

This role is responsible for the following core areas of ownership and impact; additional duties may evolve based on organizational needs.

Network Standards & Membership Operations (40%)

- In partnership with the Associate Director of Operations, manage execution of Network Standards and membership processes, including tracking, coordination, and compliance.
- Ensure operational processes are in place for collecting required inputs from camps and programs
- Coordinate and support camp evaluation workflows, escalating decisions and exceptions as needed
- Serve as primary operational contact for camps regarding standards and membership processes, conducting regular on-site visits at both national and international camps.
- Maintain documentation and workflows that enable consistent implementation across the network

Operational Systems & Process Management (30%)

- Manage day-to-day operational systems (e.g., SharePoint/intranet and process tools) that support Network Standards, membership processes, and camp-facing services, in alignment with priorities set by the Associate Director
- Ensure systems support efficient workflows and information sharing, partnering with IT, data roles, and the Associate Director on improvements
- Maintain system organization, access, process documentation, and usability for operational tools within defined governance standards
- Identify process bottlenecks and recommend improvements, collaborating on prioritization and implementation, escalating reporting, integration, or data-definition needs to the business systems/data function
- Coordinate with technical/data owners on system enhancements and changes

Network Services & Operational Support (20%)

- Serve as the primary point of contact for network operations support, escalating policy, technical, or reporting issues as appropriate
- Provide training and guidance to staff and camps on operational systems, workflows and submission processes
- Coordinate logistics and vendor-supported operational services (e.g., translation/interpretation, travel coordination), with oversight as needed
- Support execution of network-wide operational initiatives and events

Operational Reporting & Process Improvement (10%)

- Maintain recurring operational status trackers, compliance reports, and workflow monitoring reports for internal operations use
- Identify and implement process improvements aligned with broader operational priorities
- Partner with data/analytics roles and the Associate Director to refine reporting requirements

What Success Looks Like

Operational systems and processes are consistently executed and well-coordinated, with clear alignment between the Manager and Associate Director of Operations, enabling efficient, reliable, and scalable network operations. This role takes ownership of the execution of Network Standards and Membership Requirements workflows and on-site visits; camp-facing operational support and issue resolution; operational business process design, documentation, and adoption; administration of day-to-day operational platforms (e.g., Sharepoint, Asana) and workflow tools.

Required Qualifications

- Education: High School Diploma or GED
- Years of Relevant Work Experience: 3-5 years
- Proven skills in:
- Microsoft Office suite
 - Building and maintaining effective working relationships with internal and external constituents

Preferred Qualifications

- Education: Bachelor's Degree (e.g., BA, BS) or equivalent
- Experience in working in NGO's or other non-profit organizations, particularly those with federated/networked structures.
- Experience supporting and developing operational workflows, compliance processes, or standards administration across multiple stakeholders or sites preferred
- Experience coordinating cross-functional operational projects and managing competing priorities in a service-oriented environment preferred

Proven skills in:

- SharePoint, intranet, or workflow-system administration
- Process improvement and workflow documentation
- Training and support for non-technical users
- Developing presentation and process-training materials
- Customer service / stakeholder management

Culture, Benefits and Pay

- At SeriousFun, we pride ourselves on being a fun, respectful, and collaborative workplace where staff are supported both professionally and personally.
- Work-life balance: Respect for your non-working time (EST), with limited evening/weekend contact.

- Time off: 30+ days annually, including vacation, holidays, and volunteer opportunities at SeriousFun camps.
- Professional development: Ongoing opportunities for growth and learning.
- Leave benefits: Paid time off for family, medical, and civic service needs.
- Retirement: Company-sponsored 403(b) plan after one year of service.
- Workspace: New office in East Norwalk with free onsite amenities; steps from the train station.

Salary Range: \$60,000–\$67,000, based on qualifications, experience and schedule.

As part of our commitment to equity and fair pay practices, offers are not negotiated. Our transparent pay bands ensure consistency and fairness for employees of all identities and backgrounds.

Please read more Support Center [here](#) to get a sense of what's important to us.

To apply for this position, please submit your resume, and cover letter and complete an application here:

[Manager, Network Operations Application](#)