

SeaChange

SeaChange Capital Partners is seeking a detail-oriented, high-energy self-starter to join us as **Director of Operations**. The ideal candidate will be committed to the social sector with experience working collaboratively as part of a small team in a tech-enabled, entrepreneurial environment.

About the Organization:

SeaChange's mission is to help nonprofits work through complex financial and organizational challenges. We do this through grants, loans, consulting, and research. Although small, we are a relatively complex organization managing nine distinct grant-making and lending funds, producing three separate audits, receiving support from ~25 foundations and ~50 high net worth individuals, making 25+ grants/loans, completing 2-3 consulting projects and issuing 1-2 research reports in an average year. We are overseen by a nine-member board of directors.

About the Position:

The Director of Operations has principal responsibility for the operational side of the business (i.e. the "business of the business"), leaving the other team members to focus externally on our nonprofit-facing work. The Director of Operations' specific responsibilities include, but are not limited to:

Strategy

- Lead regular discussions with the team to reflect on how we do our work – changing/adding/subtracting processes to ensure that we remain efficient and effective.
- Foster a culture of continuous operational improvement.
- Lead special initiatives, including DEI strategy, approach and practice, communications & marketing, building internal capacity, approach, and processes for new business lines and program areas.

Governance

- Coordinate and schedule SeaChange's quarterly board meetings; lead the content design and creation of each board reporting package.
- Serve as the Secretary of the Board (recording the minutes, maintaining committee lists, etc.); keep team accountable for board meeting next steps and/or follow-up.
- Liaise with outside legal counsel to ensure compliance with all relevant regulations.
- Support board committees as needed, e.g., onboarding of new board members, production of materials, etc.
- Work with insurance brokers to complete annual renewals for SeaChange and associated entities.

Internal Coordination

- Lead weekly team meetings to coordinate workflow, upcoming reporting, and the pipeline of new transactions.
- Ensure team members stay on schedule for operational tasks.

Transaction Management

- Work in coordination with the outsourced Finance Director to:

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- Issue and process grant letters, reports, and payments to grantees and borrowers
- Invoice and process payments from consulting clients
- Maintain Salesforce records for investments and grants, including collection of reporting requirements, etc.
- Manage database of investors; maintain all legal documents for both investors and borrowers.

Fundraising and Grant Management

- Work with the Partners to manage the fundraising process.
- Draft grant applications and reports for review by program lead and/or partners; ensure they are submitted on time.
- Process and record incoming grant commitments and contributions, issue tax letters in coordination with the outsourced Finance Director.

HR

- Ensure that SeaChange maintains and complies with appropriate HR policies (sick leave, vacation, conflict of interest, compensation philosophy, annual reviews, etc.).
- Serve as the primary point of contact for TriNet (SeaChange's parallel employment organization).
- Lead hiring, onboarding, and exit processes.

Finance and Accounting

- Work in coordination with outsourced Finance Director to:
 - Manage the annual audits and associated tax filings for SeaChange and its related entities.
 - Manage SeaChange's bookkeeper, ensuring that all payments, bills, and receipts are properly recorded and that financial information is accurate and up to date for SeaChange and its related entities.
 - Submit tax filings for both of SeaChange's lending and investment funds.
 - Process payments to vendors and payments/transfers between SeaChange's related entities.
- Manage the bank accounts and all cash transactions.

Infrastructure & Systems – SF/ IT/ Vendors

- SeaChange uses a variety of systems to do our work: Salesforce, Harvest, Trello, FormAssembly, Zoom, DocuSign, MailPoet, Wordpress, etc. (in addition to standard programs i.e. Microsoft Office and Google Suites)
 - Serve as administrator of all systems; work to get the most out of them and ensure data integrity.
 - Liaise with IT service providers.
- Maintain and refine organization of cloud filing system (Box)
- If SeaChange returns to a physical office, manage all office logistics including liaising with landlord and ordering/maintaining office supplies.

Communications – Website/ Annual Letter/ Events

- Produce semiannual investor events and other regular events.

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- Update and maintain SeaChange’s website (and websites of affiliated funds).
- Design annual and quarterly update letters.
- Produce SeaChange’s annual meeting, including invitation mailing lists, RSVP tracking, and materials/space preparation
- Quality review/control of all external communications
- Manage organization-wide email accounts and direct inquiries to relevant program staff

The Director of Operations must share SeaChange’s [values](#) and will report to John MacIntosh.

Qualifications and Competencies:

- A proven track record in relationship management, communications, and project management
- Superior organizational and process management skills, as demonstrated by an ability to manage multiple, complex projects, anticipate needs, and manage toward deadlines
- Ability to work independently and cooperatively as part of a small, entrepreneurial team
- Excellent written and oral communication skills with high attention to detail and accuracy
- Familiarity with database and web software, in particular Salesforce and Excel, plus interest and ability to learn new systems (e.g. Harvest, Trello, FormAssembly, etc.)
- Basic knowledge of nonprofit accounting and experience in interpreting and summarizing financial statements in the form of spreadsheet-based models
- A demonstrated interest (through professional or volunteer activities) in the nonprofit sector and/or one or more of the issue areas addressed by nonprofit organizations
- The maturity, confidence, self-awareness, and interpersonal skills to work with and develop relationships with nonprofit leaders in a wide variety of situations
- Entrepreneurial, energetic, self-organized, risk-tolerant, curious, self-deprecating with a good sense of humor
- Bachelor’s degree (or equivalent experience) required
- 5+ years of relevant work experience

Compensation and Benefits: We offer a competitive salary and benefits package commensurate with experience and appropriate for a small nonprofit organization. The salary range for this position begins at \$80,000.

Location: Flexible, with a preference for New York City; the role will require in-person attendance at quarterly board meetings and SeaChange events.

SeaChange is an equal opportunity employer. Applicants from diverse backgrounds and identities are encouraged to apply.

Please send cover letter and CV to apply@seachangecap.org.