



# Operations Associate

**Boston, MA**

## About Social Finance

### Our Mission

Social Finance is a 501(c)(3) nonprofit dedicated to mobilizing capital to drive social progress. We bring together uncommon partners—governments, investors, and nonprofits—around a common purpose: to measurably improve the lives of those most in need. Our intention is to strengthen the link between performance and payment—driving more funding toward programs that work – via Pay for Success applications.

### What is Pay for Success?

Pay for Success (PFS) is a unique innovation in impact investing. It generates returns by creating efficiency in the way government deploys taxpayer funds—by investing in prevention and focusing on outcomes. In any PFS financing, every dollar of return directly represents a tangibly measured unit of human impact. At the same time, it's a methodology for agreeing on the outcomes policymakers and communities choose to prioritize, and a reimagining of the social sector that focuses on results and rewards performance.

### Our Services

Social Finance partners with governments, nonprofits, foundations, impact investors, and financial institutions to create innovative financing solutions to improve social outcomes. In the Pay for Success and Social Impact Bond market, our **Advisory Services, Social Investment, and Active Performance Management** teams support all phases of work, tailored to the needs of our partners. We are focused on developing a strong Pay for Success field through market education, publications, events, research and analysis. Most recently, Social Finance launched our **Public Impact Initiative**, which uses the full range of Pay for Success tools – like active performance

management and innovative funding mechanisms such as outcomes rate cards – to help governments design, fund and manage effective social services.

## **Role and Responsibilities**

The Operations Associate will be an integral part of the Social Finance team, operating in a fast-paced and high-performing environment. In this position, you'll juggle numerous, ongoing tasks while also owning and driving internal initiatives. You'll excel at this work if you have high standards, an entrepreneurial mindset, and are excited by the idea of tackling aggressive, audacious goals. The Operations Associate will play a critical role in developing efficient processes and achieving key organizational goals across human resources, technology, administration, and finance. Reporting directly to the Vice President of Operations, the Associate will gain valuable experience, building skills and knowledge in a variety of functional areas within nonprofit management. Responsibilities may include, but are not limited to:

### *Human Resources*

- Work alongside the Vice President of Operations and hiring managers to support all phases of hiring, which can include scheduling and coordinating travel for candidates and managing federally compliant criminal history checks
- Co-design and manage each employee's onboarding experience
- Liaise with insurance broker and vendors to run point on all things related to benefits, overseeing open enrollment, ongoing administration and responding to employee needs
- Work with management to develop and implement effective professional development programming
- Support ongoing performance management, including maintenance and roll-out of bi-annual performance reviews via Clear Company platform
- Design and implement a comprehensive strategy for team building and employee recognition
- Maintain and implement employee handbook and workplace policies
- Maintain personnel files via ADP Workforce Now and hard files

### *Technology*

- Anticipate and research hardware, software and technology systems for the growing team
- Ensure appropriate maintenance of all technology and serve as liaison to all IT support, network and software vendors
- Support staff with their ongoing technology needs, including trouble-shooting time sensitive issues

- Help maintain an effective client relationship management (CRM) tracking system via Salesforce; this may include creation of reports and lists for the purposes of campaigns, donations and potential funder analysis
- Utilize technology to enhance internal communications, automate business processes and improve organizational agility; current platforms include Google Email, Google FileStream, and Slack

#### *Accounting & Finance*

- Oversee the monthly expense management process in Expensify, our online expense platform::
  - Train staff to process expenses and assist all staff as needed with report preparation
  - Manage the collection of all reports to scheduled dates per the finance month-end close checklist
  - Review all reports to assure each is reasonable, accurate, and properly documented according to the Social Finance Travel & Expense Policy
  - Create monthly summary documents for finance team
  - Support the annual audit by compiling back-up documentation
- Provide accounting and finance support as needed

#### *Legal & Risk Management*

- Support the development and monitoring of policies associated with data security and privacy, business continuity, and emergency preparedness; train staff on pertinent policies as needed
- Support Associate General Counsel as needed; responsibilities may include items related to corporate insurance coverage, corporate registration and filings, and board governance

#### *Operations and Office Management*

- Provide administrative and operational support to ensure the organization runs smoothly
- Ensure general office upkeep, including purchasing and maintenance of office furniture and equipment, placing work orders, and purchasing office supplies
- Manage key vendor relationships
- Provide support for travel coordination as needed
- Oversee special projects as requested

### **Qualifications:**

- Two to four years of professional work experience, ideally in professional services setting
- Superior organizational skills

- Commitment to excellence and accuracy, with an ability to manage multiple and competing priorities simultaneously
- Willingness to constructively express contrary points of view and seek consensus among strong, independent thinkers
- Ability to thrive in a fast-paced environment, reacting quickly to inquiries while also progressing on longer-term projects
- Capacity to work independently while collaborating with teammates tirelessly
- Sense of humor and flexibility to regularly incorporate the feedback of others into work processes
- Demonstrated interest in and knowledge of key issues in effective nonprofit management, social interventions, and/or impact investing (e.g. academic coursework, consulting projects, volunteer work, etc.)
- Ability to manage multiple, detailed projects and drive toward deadlines
- Excellent verbal and written communication skills
- High level of interpersonal skills, maturity, and professionalism
- Command of Microsoft Office suite and demonstrated comfort with technology
- Experience with any of the following applications a plus (Clear Company, Intaact, Expensify, Salesforce, ADP Workforce Now, Slack)

## **Application**

Applicants must be currently authorized to work in the United States on a full-time basis. Send cover letter and resume to [hire@socialfinance.org](mailto:hire@socialfinance.org) (Subject line: Operations Associate).

Review of applications will begin immediately. No phone calls please.

*Social Finance, Inc. is an equal opportunity employer, and all qualified applicants will be afforded equal employment opportunities without discrimination because of actual or perceived race, color, national origin, sex, age, religion, creed, disability, marital status, citizenship, ancestry, personal appearance, sexual orientation, gender identity or expression, political affiliation, military status, status as a protected veteran, genetic information or any other legally protected status.*