

# Open position: Operations Manager

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## About Hyphen

Hyphen is the global expertise partner that connects clients to the who who knows how. Our team members hail from positions in top-tier consulting firms in New York, high-impact missions in Myanmar, and everything in between. We formed Hyphen armed with curiosity, with the ambition to tackle the world's most intriguing problems, and with a conviction that work in the 21st century requires a new modus operandi. Our goal is to connect expertise, determination, and strategic insight to solve the challenges of tomorrow, through meaningful projects, enduring personal relationships, flexible ways of work and minimal internal bureaucracy.

Given our rapid growth and expanded client footprint across Europe and the Middle East, we are now looking for an operations manager to lead and support on a range of day to day operations.

## A great candidate for this position would:

- Have min 10 years of experience in Finance, Budgeting and Financial Management
- Relevant business acumen for Hyphen, ideally with experience in working for consulting firms, expert networks, recruitment agencies etc.
- Highly experienced in evaluating suitable financial management software, migration of existing data into software and day-to-day operations of such software
- Experience in managing and formulating internal policies and procedures (while being able to accommodate flexibility needed in startup environment)
- Experience in selecting and managing third-party vendors
- Very diligent and organized working style
- Proactive communication style
- High trustworthiness and ethics
- Experience and/or proven ability to manage juniors and subordinates on Finance, Support and Legal matters
- Fluency and high literacy in English is required, in ideal case also is fluent in German

In this role you would cover all topics related to Financial Management and furthermore be a key point of contact for Legal & Project Support matters for our clients and experts:

### Finance (60%)

- A Set up proper finance infrastructure, including identifying most suitable finance and accounting tools, setting up the new finance infrastructure, migrating current structure into new infrastructure
- B Develop monthly dashboards showing major expenses, investments, and revenues
- C Prepare projections, plans, budgeting, reportings etc on monthly, quarterly and annual basis
- D Run yearly P&L, Balance Sheet and Cash Flow statements
- E With management's support, complete yearly tax & quarterly VAT statements
- F Manage accounts receivables and payables
- G Act as key point of contact for internal and external staff on finance-related questions
- H Run internal expense management, policies and recording
- I Manage any external Audit processes

### Project Support (20%)

- A Expert onboarding (Process, E-Mail setup)
- B Ensuring coverage of timesheets with experts
- C Communicating with clients on formalities (timesheets, quarterly update)
- D Clarification of questions to experts and clients
- E Travel & Logistics (support + execution)

### Legal (20%)

- A Define Scope of Work for projects
- B Running interactions with experts & clients on all legal matters
- C Negotiating contracts with vendors and managing external legal
- D Executing small legal work (NDAs, Contracts, etc.)

## To apply

To apply, please send your CV (two-page max) to [candidates@hyphen.group](mailto:candidates@hyphen.group) no later than July 31st 2021.

Instead of a Cover Letter please attach responses to the following prompt:

- Tell us about your three top strengths (with examples where helpful) that you think will make you a great Operations Manager. (150 words max)

Interviews to commence in the week of August 9th. We are a small team, hence would be able to contact only shortlisted candidates.

## What we offer

We are looking at immediate start date, but can offer a lot of flexibility to the right candidate. The position is competitively remunerated on full-time basis, and – for the timing being – offered fully remotely.

Suitable candidates may have the opportunity to convert this position into a role as Head of Operations or COO, with negotiable stock options.