



Job Description:

Agency Operations & Finance Manager

Hybrid | Exempt | 32-Hour Workweek, Benefits Eligible

Position Summary

The Agency Operations & Finance Manager plays a central role in keeping SE2's business running effectively, efficiently, and profitably. This position connects agency operations, financial management, project performance, systems, and people processes — helping leadership and teams understand how the business is performing and where we can improve.

Reporting to the CEO, this role oversees agency financial operations, project profitability and forecasting, Workamajig administration, and key business and employee operations. The ideal candidate understands how a project-based agency works and how scopes, staffing, utilization, billing, budgets, and systems come together to create a healthy business.

Accounting is an important part of the role, including oversight of financial reporting, cash flow, close, compliance, and internal controls. Just as important is the ability to turn financial and operational information into better agency processes, stronger project performance, and smarter business decisions.

This position supervises the Accounting Clerk and serves as a key operational and financial resource for employees and leadership.

Agency Operations & Project Performance

- Partner with leadership to improve agency operations, financial performance, resource planning, and organizational efficiency.
- Monitor agency and project performance, including budgets, staffing, utilization, burn rates, profitability, and forecasts.
- Partner with account and project teams to identify financial risks, scope changes, cost overruns, and opportunities to improve project performance.
- Develop reporting and dashboards that give leaders and teams actionable information about business and project performance.
- Identify and lead improvements to agency workflows, systems, and processes.
- Support cross-functional initiatives that improve efficiency, accountability, and profitability.

Financial Management & Client Billing

- Oversee accounting operations and maintain the integrity of the general ledger and financial records.
- Manage monthly and year-end close, including review and approval of journal entries, reconciliations, and accounting transactions.
- Prepare accurate and timely monthly financial statements and management reports.
- Lead annual budgeting and company-level financial forecasting; monitor cash balances and prepare cash-flow forecasts.
- Manage bank and credit card accounts, payments, spending limits, and reconciliations.
- Maintain regulatory compliance, including business registrations, payroll tax filings, sales tax and 1099 reporting, and coordinate tax preparation with the company's external CPA.
- Develop and maintain accounting policies, procedures, and internal controls.
- Oversee timely and accurate client billing in accordance with contracts, approved budgets, and billing schedules.
- Partner with Account Managers to ensure project billing aligns with budgets, scopes, and client requirements.
- Monitor accounts receivable, collections, WIP, and unbilled work, identifying amounts at risk of delay or write-off.
- Support financial reporting requirements for state and federal clients as needed.

Business Systems & Administration

- Serve as the primary financial administrator and internal resource for Workamajig, ensuring accurate data and effective workflows.
- Develop financial and operational reports and coordinate system enhancements, integrations, and process improvements.
- Document procedures and train employees on required systems and workflows.
- Oversee payroll, benefits administration, insurance renewals and related employee records.
- Support employee onboarding and offboarding and applicable employment and recordkeeping requirements.

Team Leadership

- Supervise and support the Accounting Clerk and ensure work is accurate, timely and complete.
- Build strong collaboration between finance, account teams, and leadership.
- Develop and improve procedures that strengthen efficiency, accountability and financial controls.
- Safeguard confidential company, employee, banking, vendor and client information.

Qualifications

We're looking for someone who understands both the numbers **and** how an agency works. Your background may be in agency operations, finance, business operations, project accounting, or a combination of these areas.

- 5–7+ years of experience in agency operations, finance, business operations, project accounting, or a related role within a project-based organization.
- Experience in an advertising/marketing agency, professional services firm or similar project-driven business is strongly preferred.
- Strong understanding of project budgets, scopes, staffing, utilization, billing, forecasting, and profitability.
- Experience overseeing financial operations, including financial reporting, budgeting, forecasting, cash flow, and month-end processes.
- Ability to translate financial and operational data into practical recommendations for leaders and teams.
- Experience improving business processes, workflows, and systems.
- Experience with agency management, ERP or accounting systems; Workamajig experience preferred.
- Strong analytical, organizational, and communication skills, with the ability to balance strategic thinking and hands-on execution.
- Previous supervisory experience preferred.
- Bachelor's degree in Accounting, Finance, Business Administration, or a related field, or equivalent relevant professional experience.

Compensation & Benefits

Salary: \$96,000–\$108,000 annually for a 32-hour workweek

Benefits include:

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| • Health insurance | • Employee Assistance Program (EAP) |
| • Vision and dental insurance | • Short-term and long-term disability insurance |
| • Phone stipend | • Group term life insurance |
| • 401(k) plan with company match | • Profit-sharing tied to company performance and individual goals |
| • Paid time off, including Flex Days and holidays | |

To Apply

Send a resume and cover letter to jobs@se2changeforgood.com. Include **“Agency Operations & Finance Manager”** in the subject line.

Resumes will be accepted through **September 4, 2026**.