



Full-Time Operations Manager

MEND Nutrition Inc.

April 2019

About Us

MEND Nutrition Inc. is a fast growing start-up and life sciences company initially focused on redefining the role of nutrition in the healing process. We are passionate about helping people heal and live their healthiest. We are working with the world's leading universities and hospitals to research and develop evidence-based nutrition. Our products are proven to enhance health outcomes in patients recovering from illness and injury, aid in healthy aging, and help athletes achieve peak physical performance.

Our team has vast experience starting companies as well as holding leadership positions in multinational corporations. We thrive on innovation, and are constantly pushing the boundaries of our thinking. We believe in practicing what we preach. At MEND we're dedicated to the health and well being of our employees and understand that fulfilling work and a supportive environment drives success. We are a values based company and are looking for like-minded, energetic people to join our team.

Our primary office is located in the Biolabs@NYULangone life sciences accelerator in the SOHO neighborhood of New York City where we are immersed with leading scientists, researchers and partners defining the future of life sciences innovation.

About the Role:

We require a full-time operations manager to work directly with our VP Operations to help design, build and manage the infrastructure and production for a fast-growing start-up.

What you will do

General Operations & Finance

Be "Tech Savvy" and able to manage and implement all supporting tools across our operations infrastructure working with leadership team to run all aspects of the business. Work harmoniously and with little direction across numerous teams and departments to understand organization-wide implications of changes in a rapidly growing organization. Develop a deep understanding of the markets and verticals that MEND is entering and currently operating within including but not limited to healthcare, lifesciences, medical, pharma, consumer goods and nutrition.

Supply Chain Management

- Manage the day-to-day supply chain and manufacturing duties, including vendor management, purchasing, inventory management, etc.
- Become familiar with material and data flow within the production environment
- Develop inventory and manufacturing reports and projection models to provide valuable insights into MEND's supply chain
- Research best practices, mapping current operations processes and recommending improvements to reduce costs and improve efficiency

Operations Management:

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- This role will require the management of the entire lifecycle of MEND's product development, sales operations (billing, inventory management etcetera) and back office tools management including but not limited to: Shopify, EasyPost, Amazon, Taxjar, Zenefits
 - Working with VP Operations to define policies, procedures and general operating processes for MEND in order to establish an infrastructure and operational efficiencies that will scale

Strong Financial Literacy:

- Demonstrate a clear understanding of financial operations and management of the back-office functions required to manage the day to day of a company
- Work with VP Operations and senior advisors to develop detailed financial reports to better understand current operations as well as guide future investments
- Develop and continuously manage pro forma financial models and valuation approaches to support MEND's Series A investment round
- Work with accounting consultants to interpret financial reports and develop KPIs for executive meetings
- Be proficient in excel VBA and macros to develop complex models
- Manage invoicing, accounts payable and accounts receivable functions by managing the current outsourced tasks associated with AirCFO and others.

Qualifications

- 2-5 years experience in fast-growing start-up environment or high-growth product, ecommerce or manufacturing company in a strategy & operations role
- Experience with both B2B and B2C will be considered an asset
- Strong back office technical acumen with cloud-based back office tools focused on start-ups or scaling companies
- Business degree with a focus in entrepreneurship, operations, finance or manufacturing
- Self Starter Data driven Relentless focus on execution
- Ability to digest, synthesize and present complex information
- Excellent people management and communication skills
- Comfortable handling complex and often ambiguous project

Additional Qualities that matter:

- A team oriented attitude: We are a start-up and day to day tasks change at a moment's notice – it is an “all hands on deck” environment and we all need to roll up our sleeves to get the job done
- Creative: You think outside the box to relentlessly find innovative solutions Challenger: You like to push yourself and go beyond your own goals.
- Exceptional attention to detail and accuracy
- Strategic thinking to successfully implement a clear vision
- Customer Centric: we are ruthlessly customer focused and expect you to share our passion for nutrition, healing and – our clients
- Quality-driven: You create great work you're proud of!
- Team player: You share ideas, convey the vision, build MEND
- Flexible: Be willing to learn and support across activities not directly under your “job description”

What we offer you

- Empowerment: We trust our talented team. Whatever your ambitions or ideas, we encourage you to go after them and will support you.
- Growth: Learn alongside the Founder/CEO & VP Operations and grow your skills and experience as you help to build a world-class company
- An opportunity to build a company from the ground up: You will be working leadership team including Founders, CEO, and Advisors to build a company designed to scale

Compensation includes salary, equity, and bonus and health benefits

Location and Environment: We are located in Biolabs@NYULangone accelerator in Tribeca where you'll be working in a fast-paced, start-up environment that is simultaneously our office, ideation center, research center, operations and sales -- all under one roof. This allows us to collaborate and learn from each other's area of expertise, providing better solutions to our customers.

Diversity & Inclusion:

We're proud to be an equal opportunity employer open to all qualified applicants regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or expression, Veteran status, or any other legally protected status