Operations Associate

Location	Princeton, NJ
Schedule	Hybrid
Reports to	Director of Operations
Experience Level	3 to 5 Years

About OneWell

At OneWell, we serve values-driven institutions and families who view capital as a means to achieve meaningful outcomes. We are a registered investment advisor offering institutional-quality investment and advisory solutions to ultra-high-net-worth families ($20M+) and to endowments, foundations, and mission-aligned community institutions whose capital we steward through our OCIO platform.

Our firm is built around one goal: to help our clients build enduring financial strength in service of a greater purpose. We combine strategic asset allocation, rigorous public and private market strategies, and disciplined execution to compound capital over time. At OneWell, your work helps translate capital into lasting impact.

Role Summary

We are hiring an Operations Associate to own the day-to-day execution of our back and middle office functions, partnering closely with the Director of Operations. In this role you will be supporting both our UHNW client base and the endowments.

Investment operations sit at the center of everything we do, from the moment a client commitment is made through performance reporting, transaction execution, and ongoing portfolio oversight. The discipline of this function is what allows our investment and advisory teams to deliver institutional-quality outcomes to clients who are counting on us. We are looking for someone who runs their processes with precision, attention to detail, and an ownership mindset.

Key Responsibilities

Back Office

You will be the primary executor of our back office operations. This includes the full transaction services workflow: money movement, capital call and distribution processing, and alternative investment subscriptions and redemptions.

You will carry ownership of capital call pipeline tracking, monitoring notices, deadlines, and LP communications, with the Director maintaining oversight on escalations and exceptions.

A significant portion of your time will be dedicated to our performance reporting infrastructure on Black Diamond. You will manage day-to-day data operations within the platform, including pulling custodian and manager statements, loading values and cash flows, and maintaining document storage. Statement ingestion, data loading, and Black Diamond hygiene are core to this role. You will be expected to learn our processes quickly, flag data issues proactively, and work with the Director as we improve and automate parts of this workflow over time.

You will also own NAV ingestion and stale price monitoring for our alternative investments book, and manage investment document storage including subscription agreements, capital call and distribution notices, K-1s, and audited financials.

Front Office Support

You will own client onboarding and account opening operations across our custodian relationships (primarily Schwab), managing documentation and execution for new and existing client accounts. You will maintain contact and account data within Black Diamond and run the weekly portfolio reports used in client portfolio management review calls.

Middle Office Support

You will own the operational layer of trade execution: confirming settlement, flagging breaks, and keeping the process moving. You will support the Director on trade operations and partner with our custodian on settlement issues.

Compliance Support

You will provide support for routine compliance operations. This includes maintaining compliance files and documentation, supporting annual ADV updates and audit prep, and helping coordinate compliance-related data pulls from our portfolio reporting and CRM systems.

Ideal Candidate Profile

Experience: 3 to 5 years in investment operations at an RIA, multi-family office, wealth management firm, fund administrator, or major accounting firm. You understand how money moves, what a capital call notice looks like, and why NAV timeliness matters. You are comfortable in a portfolio reporting system and pick up new platforms quickly.

Precision: You catch your own errors before anyone else does. You know that in operations, a small mistake in a data load or a missed deadline is not a minor inconvenience. It has downstream consequences for clients and the firm. You hold yourself to the highest standard.

Organization: You manage multiple open items across transactions, reports, and client requests simultaneously. You communicate proactively when something is delayed, unclear, or needs a decision.

Mindset: The environment is entrepreneurial and intellectually demanding. You are comfortable in a small firm where there is no large ops team to hand things off to. You are a self-starter who figures things out, asks good questions, and operates with a degree of autonomy that grows as you demonstrate ownership.

Preferred Qualifications

- Experience with Black Diamond, Orion, Tamarac, or a comparable RIA portfolio reporting platform (Black Diamond strongly preferred)
- Familiarity with alternative investment operations: subscription documents, capital calls, LP reporting, K-1s
- Exposure to Schwab, Fidelity, or Pershing custodian workflows
- Strong working knowledge of Excel and comfort with data loading and reconciliation workflows

Compensation

- Total Cash Compensation: $80,000–$115,000
- Full benefits (healthcare, 401k, PTO)

Final offer will reflect the candidate's experience, skills, and fit.

Please reach out to rhonda.shafei@investonewell.com for more information.