

Vacancy at FinDock

Chief Operating Officer (COO)



TOP OF MINDS
Executive Search

A photograph of two people, a man and a woman, looking at a glass wall covered with yellow sticky notes. The man is on the left, seen from the back, and the woman is on the right, seen in profile. The sticky notes are organized into columns under headers Q1, Q3, and Q4. Some of the notes include 'Redesign', 'Jira', 'Rights management', 'Improve CSV upload', 'Map Tre...', 'Improve Trello integration', 'Add', 'Build NPS survey', 'Launch new website', 'Zendesk integration', 'Zoom integration', 'In-app notifications', 'Airtable integration', 'Redmine subworking flow', 'Trello integration', 'SSP/ SML', 'All Team integration', 'Pushed market', 'Checklist', 'Allow dependencies', and 'Lithium integration'.

Requirements

- Over 12 years of experience
- Track record in operational leadership positions
- Experience in building teams and scaling a fast-growing organization
- Affinity with FinTech or SaaS
- Entrepreneurial mindset
- Strong project management skills

 **Woerden**

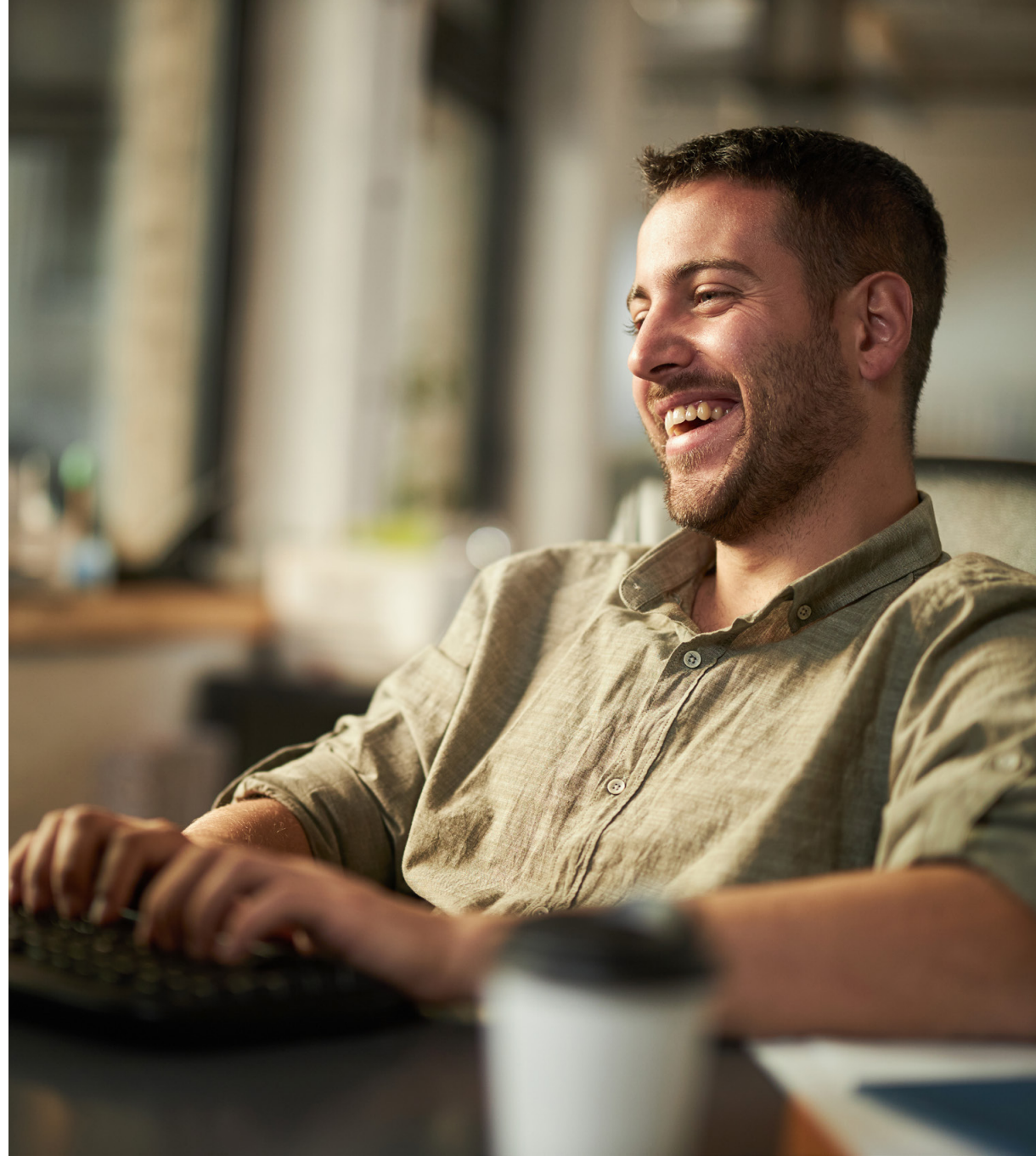
As the number one Customer Payment Management solution, FinDock enables organizations to work smarter and fully leverage their CRM. By integrating payments directly into Salesforce, every transaction becomes a meaningful customer moment. Serving as a vital link between the CEO, leadership team, and internal teams, the CFO plays a key role in driving FinDock's continued success.

About FinDock

In today's digital economy, payments are more than transactions – they are moments of connection between organizations and their customers. FinDock recognized this early on. Founded with the ambition to make customer payment management accessible to even the smallest changemakers, the company initially focused on the nonprofit sector. Built on Salesforce, the world's leading AI-powered CRM platform, FinDock empowers organizations to manage payments as an integrated part of the customer journey, rather than a detached back-office process.

This customer-centric philosophy has shaped FinDock's evolution. While nonprofits remain a vital part of its mission, the company has expanded into industries where payments directly influence customer relationships, including education, insurance, energy, government, and communications. Today, FinDock is recognized as the leading Customer Payment Management solution on Salesforce, trusted by over three hundred organizations worldwide – from Oxfam and Unicef to ABN AMRO and Utrecht University.

Headquartered in Woerden, near Utrecht, and with a satellite office in Leeuwarden, the company's diverse team includes nearly forty professionals from seven different nationalities. Its success is reflected in consecutive Partner Innovation Awards and a Great Place to Work certification. At its core, the company is driven by four clear values: trust, customer success, doing good, and helping people thrive. These principles continue to guide the company as it shapes the future of payments in a connected world.





Chief Operating Officer

The Chief Operating Officer (COO) will be instrumental in shaping FinDock’s future direction and accelerating its growth. With expansion goals spanning client numbers, annual recurring revenue, workforce size, and market presence, the COO ensures the company builds a strong foundation of scalable, optimized processes to support this momentum.

This role requires an experienced leader who has successfully scaled a fast-growing organization before and understands firsthand what drives sustainable growth and what doesn’t. Bringing that knowledge, expertise, and best practices to FinDock, the COO seamlessly converts company strategy into actionable, operational priorities. Standardizing processes, defining KPIs, and ensuring strong governance will come naturally, all while maintaining a people-focused approach. Creating a smooth operational cadence enables teams to focus energy on areas that add the most value.

As a core member of the executive leadership team alongside the CEO and other C-levels, the COO drives daily operations and leads several departments, including Customer Success, People (HR and recruitment), Finance, Legal, and Audit & Compliance. Without a CFO currently in place, the COO also oversees financial administration, reporting, procurement, and investor relations.

More than just the key driver behind the next growth phase, the COO acts as an indispensable partner and trusted advisor to CEO Bas Visser, who entrusts significant autonomy and mandate. At the same time, the COO recognizes the importance of proactively engaging both Bas and all teams in the evolution process, ensuring growth is not only experienced but embraced across the organization.

“After achieving forty to fifty percent year-on-year growth in recent years, the CCO will define the roadmap to extend this success. With a great product and a driven team ready to move forward, all the essential elements for continued growth are in place.”

Bas Visser, CEO

What sets this role apart is the opportunity to lead a fast-growing, people-centered company poised for its next phase of development, alongside a CEO who values mutual learning and collaboration. Drawing on experience, focus, and agility, the CCO will be fundamental to advancing this important growth phase. The ideal candidate confidently takes ownership of decisions, ensures accountability across teams, and acts decisively when needed. As an entrepreneurial problem solver, the CCO stays grounded and positive through times of change, cultivating a collaborative and hands-on culture where ego gives way to meaningful impact and collective achievement.





Interested?

FinDock is working with Top of Minds to fill this vacancy.
To express your interest, please contact Annelijn Nijhuis at
annelijn.nijhuis@topofminds.com.



TOP OF MINDS
Executive Search