



Position Announcement | Operations Manager

Location: Remote

Salary Range: \$85,000 - \$95,000 annually

Posted: November 2024

About the Role

Equity In The Center™ is seeking a full-time Operations Manager, a role that will be critical to the start-up organization's growth and sustainability. Reporting to the Vice President of Operations, the Operations Manager will bring maturity and expertise in operations as they support the Senior Leadership Team, maintain current internal systems and processes, manage relationships with organizational vendors, oversee meeting logistics, and partners with organizational leadership on the long-term growth and expansion of the operations team.

The ideal candidate will be a tested and proven project manager with experience in small to medium start-up and nonprofit environments. They will be highly organized, a fearless communicator, and proactive problem solver with deep, nuanced knowledge on designing effective internal systems, giving EIC's team and partners the freedom and support to implement strong external programs. This role is best suited for someone who is proactive, detail-oriented, meticulous, and experienced in building strong working relationships. This person should be a seasoned administrator with a proven foresight to anticipate organizational needs before they arise. *Moreover, given that Equity In The Center is a start-up, they should be direct in addressing challenges as they arise and comfortable navigating ambiguity. Lastly, they should be able to thrive in a virtual work environment, enjoy working independently, and demonstrate the ability to nurture trusting work relationships with their colleagues.*

About Equity In The Center

Equity In The Center works to shift mindsets, practices, and systems within the social sector to increase race equity. We believe in a future where nonprofit and philanthropic organizations define, implement, and advance race equity internally while advocating and centering it in their work externally. Our services include convenings, working sessions, coaching, and partner trainings, designed to build a Race Equity Culture.

We are committed to:

- **ACCELERATING LEADERS.** We engage, support, and convene nonprofit and philanthropic leaders for bold conversations and capacity building to drive action toward race equity.
- **SUPPORTING ORGANIZATIONS.** We increase awareness about the practices and tools that measurably shift organizations from dominant to equity culture.
- **INSPIRING ACTION.** We influence institutional and cross-sector systems to center race equity as a core goal of social impact.

By focusing explicitly on race equity, we believe that our efforts will help social sector organizations create a Race Equity Culture, and center race equity work as a core goal of their missions.

The Opportunity

The Operations Manager offers a unique opportunity to partner with the VP of Operations as they build and implement operations and people practices within Equity In The Center. We are specifically looking for someone enthusiastic about (and experienced in) the challenge of building and sustaining infrastructure for an early-stage start-up (EIC became an independent 501c3 in late 2020). The ideal candidate is someone who isn't afraid to be proactive, can navigate ambiguity with confidence and clarity of intent, and contribute to implementing priorities and goals in EIC's growth phase.

As a part of EIC, you will contribute to defining our Operations and People functions. You will work closely with our Human Resources and Accounting consultant partners, in step with our senior leadership team, to solve operational and cross-functional management challenges while offering expertise in all things related to Operations (including HR and finance processes). In addition, you will participate in building a growth environment that attracts, nurtures, and retains top talent.

Responsibilities

General Administrative Management & Senior Leadership Team Support for Equity In The Center

- Support the day-to-day executive administration of the Senior Leadership Team. May include calendar management and scheduling, follow-ups with external partners, and other assigned administrative duties as needed.
- Support board meeting logistics, including taking notes during meetings, as needed, and working with the VP of Operations to coordinate follow-ups to outstanding tasks, as needed. (Familiarity with Google Workspace, Dropbox, and Zoom is required.)
- Coordinate logistics for virtual staff meetings and trainings, including taking notes, organizing action items, and following up on outstanding tasks.
- Monitor multiple email accounts for client and vendor inquiries and identify appropriate responses and next steps.
- Provide Zoom workshop management and live technical support as needed.
- Manage the Equity In The Center Google voice account and forward messages to the appropriate staff.
- Manage the virtual Traveling Mailbox and forward documents to the appropriate staff.
- Other administrative duties, tasks and projects as needed.

Payroll Processing, Finance Administration, and General Compliance

- Process Payroll semi-monthly utilizing the Paycom Payroll Platform (including staff reimbursements)
- Process retirement plan contributions semi-monthly using the vendor's platform
- Liaise between staff and Human Resources vendors; partner with HR vendor to develop and manage the onboarding process for new employees (including document processing, onboarding schedule development)
- Maintain compliance with federal, state, and local employment laws and regulations, and recommended best practices; reviews policies and practices annually to maintain compliance
- Provide support to staff regarding health benefits and retirement plan questions and requests in partnership with HR and Retirement Plan vendors and brokers.
- Manage the Bill.com A/P and A/R process to maintain accounting policies and procedures.
- Liaise between staff and accounting vendors, keeping clear records of documents and transactions.
- Organize receipts and invoices, and assist Accounting vendor with monthly reconciliations.

- Manage daily bookkeeping tasks.
- Manage month-end bookkeeping tasks and reconciliation in coordination with Accounting vendor and VP of Operations. Ensure monthly financial dashboards are completed prior to monthly Executive/Finance committee meetings.
- Co-develop and maintain the organization's operational calendar to ensure EIC remains compliant in all areas of human resources, benefits administration, retirement plans, and taxes, accounting in partnership with the VP of Operations and vendors.

Programs & Mission-focused Operations Support

- Support the Training Team in ticketing and registration troubleshooting, and invoicing for online and in-person events using Eventbrite and Tracking spreadsheets on Google Docs.
- Support in document management and distribution (in partnership with the Communications Associate) as needed.
- Provide the organization's accountant with monthly reports of all activity regarding training events (including EventBrite, Paypal transactions and credit card transactions and receipts).
- Support in mission-focused operations, meeting coordination, and administrative duties as assigned – Trainings, Cohorts, Resource Tools, Meetings, Retreats, etc.

Organizational Policies and Procedures Effectiveness

- Maintain knowledge of trends, best practices, regulatory changes, and new technologies in operations, human resources, talent management, and employment law
- Co-develops and reviews policies and practices to maintain compliance
- Co-develop and implement people and culture systems, ensuring that EIC's culture is aligned with its values and norms, including:
 - Align strategic plan and priorities to operational functions
 - Identify and recommend policy improvements
 - Anticipates and identifies potential challenges in current policies and procedures, and proactively recommends improvements
- Identify and proactively resolve operational bottlenecks and inefficiencies, ensuring seamless operations while developing and implementing sustainable processes that promote long-term operational excellence and scalability.
- Develops Standard Operating Procedures (SOPs) for operational functions to enhance consistency, transparency, communication, and teamwork effectiveness.

Position Requirements:

Given the nature of the work EIC takes on, and the demands associated with remote and social-distanced working models, the new Operations Manager will need to bring:

- At least 5 years' progressive experience in office management, HR administration, project management, executive support or a related skill set in small/medium-sized start-up organizations;
- Exemplary interpersonal communication, writing and problem-solving skills;
- A nuanced background in designing and implementing effective internal systems and implementing processes;
- Experience managing relationships with external consultants and vendors;
- Proficiency in the standard and advanced use of the following applications and programs is needed: *Google Workspace Applications (Docs, Sheets, Slides, Forms, Voice), Zoom, Paypal, Dropbox Sign, Dropbox, Payroll*

Systems (such as Paycom) and the ability to become proficient in finance databases such as Bill.com and Quickbooks online;

- They will also be a nimble and creative team member with the high emotional intelligence, compassion, patience, sense of humor, and interpersonal communication skills to test and embrace new ways of working.

While this role focuses on internal systems, it is still crucial that the new Operations Manager:

- be committed to continually evolving a race equity analysis.
- be committed to anti-racism and social justice as personal and professional values.
- have advanced interpersonal communication skills with a growing skillset in strategies to build internal community and culture through virtual communication platforms.
- possess excellent conflict resolution skills and be comfortable engaging in courageous internal conversations about equity, anti-racism, racial accountability, and work accountability.

Compensation & Benefits

This role is a full-time benefits eligible position

- Salary range is \$85,000-\$95,000 annually, based on qualifications and experience
- Employer-covered healthcare (medical, dental & vision)
- Annual Wellness Fund of \$750.00
- Participation in employee retirement program + employer contribution of up to 5%
- Flexible, remote work schedule (Must be available for EIC's core business days (M-Th) and core business hours: 12-5pm ET (no meetings on Fridays). All other work hours can be flexible and in agreement with the VP of Operations.

Please note, EIC aligns salaries with cost of living, thus the actual salary offered is dependent on the cost of living in the candidate's location. In addition to the salary and health benefits, Equity In The Center also provides all employees with technology and remote work support, professional development, unlimited paid time off, and employer-paid holidays.

How to Apply

Equity in the Center has retained the services of Monday Morning Consultants to lead this search. Please reach out to Erica Nicole Griffin (ericanicole@mondaymorningconsultants.com) and/or Jamie Joanou (jamie@mondaymorningconsultants.com) with questions or nominations. To apply, please send a resume to apply@mondaymorningconsultants.com with Operations Manager in the subject line.

Black, Latinx, Indigenous, and others who identify as nonwhite, people with disabilities, members of the LGBTQIA+ community, and those with lived-experience with racism and/or misogynoir are encouraged to apply for this role. Also, we encourage and will consider for employment, qualified applicants with arrest and conviction records.

Equity In The Center is an Equal Opportunity Employer



EQUITY IN THE CENTER FACT SHEET

SEPTEMBER 2024

WHY WE WORK REMOTE

- Equity in the Center's work focuses on building a Race Equity Culture which isn't tied to a specific place.
- We support clients and partners all over the country with live and recorded content, tools, and other resources.
- We want access to talented team members wherever they are.
- We have systems and practices in place that cultivate communication and collaboration.

OUR ORGANIZATIONAL STRUCTURE

- Kerrien (Kay) Suarez is the CEO and is a member of the Senior Leadership Team (SLT). The SLT is responsible for designing the strategy for EIC and delegating the leadership and execution of each component of the strategy to Directors.
- The Directors manage the specific projects and systems within that strategy, including supporting team members who take on specific projects.
- Managers oversee specific projects and collaborate with Directors on the pace, scope and progress of the projects.
 - For the role of Operations Manager specifically, you will report directly to and collaborate with the Vice President of Operations.

WHO THRIVES HERE?

- Self-motivated, highly independent individuals who reject perfectionism and urgency in favor of strong collaboration
- Problem solvers who are actively working to dismantle white supremacist workplace norms (i.e. rejecting perfectionism, sense of urgency, and fear of open conflict)
- Authentic communicators who lean into risk and see challenges as opportunities to collaborate
- Folks on our team refer to themselves as "professional introverts." This means they actually enjoy managing their days independently, have strong interpersonal communication skills, and can manage projects, all while being remote.
- Folks who take the Initiative to problem solve issues as they arise and actively seek out help when needed

OUR TYPICAL DAY

- We work 40 hours each week but, to accommodate our remote, national team, we have core working hours: M-Th, 12-5pm eastern time.
- We work internally on Fridays and try to never schedule meetings outside of the team.
- We spend a significant amount of time working independently.
- We communicate via email and text and meet via Zoom.
- We connect with team members and managers daily and lift up any challenges or issues immediately for support.