



## Operations Manager

Job Description

Start Date: July 16, 2024 (flexible)

[BridgeYear](http://www.bridgeyear.org) ([www.bridgeyear.org](http://www.bridgeyear.org)) is a maturing nonprofit organization in its seventh year of operation that connects underserved individuals to employment and education opportunities. We provide meaningful career exploration of high-growth, high-demand careers and connections to postsecondary training for recent high school graduates with a focus on non-four year college degree paths. We are looking for a passionate, self-driven, and entrepreneurial individual who is excited about workforce development, access to higher education, and positively affecting change in their local communities.

**PRIMARY FUNCTION/PURPOSE:** The Operations Manager will support the leadership team in planning and organizing office operations, internal policies, and all-staff engagement opportunities. In addition, the manager will be responsible for structuring critical organizational systems to support future growth plans.

This full time opportunity is ideal for an individual aspiring to manage many different aspects of a business and wishes to impact an organization's culture and internal operations at a rapidly growing nonprofit. You will be joining an innovative and fun team to make an impact in Houston!

This position reports to the Chief Operating Officer. The work location is Houston, Texas but will be hybrid (some days in office, some days at home).

### YOU'D BE GREAT FOR THIS ROLE IF:

- You thrive off of building - and enforcing - new systems for productivity and project plans for new initiatives. You enjoy making implementation plans and communicating processes with your team.
- You possess strong organizational skills and demonstrate a proactive approach to problem solving.
- You want to be deeply integrated into many aspects of a non-profit, from business operations to team engagement and staff culture.
- You are thorough, dependable, and detailed. You plan meticulously and close the loops on projects.

### ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO:

- *Operations:* Manage regular office and business operations including coordination of external vendors, technology systems, internal policies and procedures, and communication processes for a hybrid work environment
- *Human Resources:* Support the leadership team in the creation and rollout of new policies, team-wide announcements, hiring/onboarding/offboarding processes and procedures; coordinate staff meetings, retreats, and all team engagement activities; plan staff-wide trainings and development opportunities
- *Financial Management:* Work with accountants and BridgeYear staff to maintain official records and documents and ensure accurate and timely processing of accounting data
- *Cross-Collaborative Work:* Collaborate effectively with other departments within the organization. Work together to align initiatives, share resources/information, develop cross-departmental processes, and leverage collective expertise to enhance the overall impact of the organization

## **QUALIFICATIONS**

### **Must Haves**

- Proven track record of creating, implementing, and communicating processes and systems for small organizations and/or start-ups
- Highly effective organization, multi-tasking, attention to detail, results-driven and interpersonal skills
- Strong professional oral and written communication skills
- Strong interest in human resources practices, with a willingness to learn and contribute to policy development
- Ability and interest to plan and organize all-team engagement activities
- Basic understanding of data management principles and ability to collaborate with staff across multiple teams
- High value on transparency, operate with a sense of urgency and driven by self-motivation
- Have a growth mindset to learn new things every day, including things you've never done before
- Access to a car and willing to travel for work (will be reimbursed for mileage)

### **Nice to Haves, but Not Requirements**

- Prior experience in K12 education, higher education, and/or workforce development
- Prior human resource, or operations experience
- Prior experience leading staff-wide trainings and/or professional development sessions
- Proven experience organizing multiple teams/departments
- Salesforce experience

## **COMPENSATION & BENEFITS**

**COMPENSATION:** \$60,000 - \$70,000, based on qualifications and experience

### **Benefits:**

- Health Insurance (partially subsidized), Dental, Vision, Life Insurance (100% paid for by employer)
- 401K with employer match
- Mileage reimbursement and personal cell phone use stipend
- Generous time-off policy: 16-18 company-recognized holidays + 20-25 PTO/Sick days a year
- The unique experience of being part of a rapidly growing organization making an impact on students!

## **HOW TO APPLY**

**APPLICATION:** Please note there are two parts of your application. **Both parts are due by June 3, 2024** at 12:00pm CST and your application will not be considered unless both parts are completed.

- **Part 1:** Submit your resume and short answer response to the prompt: Please draft an all-team email sharing with staff a change in PTO policy from 18 PTO days/year to 20 days/year. ([SUBMIT HERE](#))
- **Part 2:** Participate in an asynchronous video interview ([LINK HERE](#)). Please reserve roughly 45 minutes to complete.

**HIRING TIMELINE:** The final round will involve in-person interviews with the team between June 17-20, 2024. We aim to make final decisions by June 26, 2024.

**QUESTIONS?:** Please reach out to [hr@bridge-year.org](mailto:hr@bridge-year.org) if you have any questions pertaining to this position or interview process.