



position available

Position Operations Associate, Headquarters and Strategic Initiatives
Schedule/Status Full-time
Duration Permanent
Location Los Angeles, CA
Reports to Deputy Director, Operations and Special Projects, Headquarters and Strategic Initiatives

About the Organization

The Broad Center is a nonprofit organization that recruits, trains and supports talented leaders from across America to transform urban public school systems. For generations, Americans have called public education “the great equalizer.” But in too many places, our school systems are not living up to that promise. Instead, outdated, inefficient bureaucracies too often exacerbate inequities and get in the way of good teachers' ability to do great work. Driven by the belief in the power of public education and inspired to make a difference, a growing network of experienced leaders and managers are taking on the challenge. The Broad Academy and The Broad Residency in Urban Education prepare these professionals to put their skills and know-how to work making student learning the primary driver of every central office dollar and decision. By targeting resources where they are needed most, efforts of Broad Center alumni are helping improve the learning outcomes and life chances of the students they serve. In public school districts, charter management organizations and even state and federal departments of education, more than 500 members of The Broad Center’s alumni network are working with educators, parents and community leaders to help their schools soar. Regardless of the setting, for each one of them, the goal is the same: Make public education systems more effective, more efficient and more equitable so that every student receives a world-class education. For more information, visit our website at www.broadcenter.org.

About the Position

This is an ideal opportunity for someone with a passion for increasing student achievement for children across the nation by transforming urban public education systems. This position reports to the deputy director, operations and special projects on the Headquarters and Strategic Initiatives team and will be responsible for bolstering daily operations of The Broad Center.

Our mission is to positively impact millions of children by improving K-12 public education. This is a difficult mission and requires the dedication of tireless, creative, smart people who enjoy operating in a fast-paced environment. The ideal candidate is a self-motivated, over-achiever with strong initiative who thrives on a small team as an individual contributor and team member.

Responsibilities Include

Responsibilities of this role include, but are not limited to:

INFORMATION FLOW, SYSTEMS AND CALENDAR MANAGEMENT

- Support a dynamic and growing organization on a quest to double its impact by 2020
 - Serve as an inter-team conduit for a ~40-person team

- Work closely with cross-functional team members to execute on organizational priorities
- Manage and disseminate information to colleagues across teams
- Act as primary contact for operations questions and troubleshooting
- Manage organization-wide calendar
- Provide logistical support for organization-wide meetings and events, quarterly off-sites and board meetings
- Think strategically about how to build and improve upon existing systems
 - Develop, amplify and document operations processes and protocols
 - Manage asset inventory system, including checking out hardware to team members
 - Update and maintain contact records in TBC's Salesforce database
 - Keep internal knowledge management resources up to date using SharePoint
 - Oversee database management and logistics for infrequent mass mailings

TALENT, PROFESSIONAL DEVELOPMENT AND ORGANIZATIONAL CULTURE

- Support and enhance culture-building and professional development initiatives
- Publish weekly internal newsletter
- Manage logistics for onboarding and offboarding of team members (e.g., schedule interviews, secure meeting space and other support)

BUDGETS, EXPENSES AND INVOICING

- Coordinate all invoices and expense reports submitted by team members or vendors; manage Concur expense submission system
- Manage central team accounts (e.g., shipping, phone, survey, technology) to ensure accurate and timely payment
- Effectively manage relationships with vendors and other external partners to provide exceptional service within budget parameters

AND MORE...

- Ensure that all TBC common areas and equipment are maintained and used in accordance with office policies
- Provide limited administrative support for the executive director of TBC
- Other duties as required to ensure TBC achieves its mission.

The statements in this description represent typical elements, criteria and general work performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the job.

Qualifications

Successful candidates will have the following qualifications:

- Undergraduate degree
- Minimum of two years of work experience in a professional office environment
- Solid technical skills
 - Aptitude for managing and learning technology and systems
 - Strong knowledge of Microsoft Word, Excel, PowerPoint and Outlook (email and calendar functions)
- Excellent interpersonal skills
 - Team player
 - Strong written and verbal communication skills

- Resourcefulness
 - Ability to proactively address bottlenecks or roadblocks
 - Driven to find novel solutions to challenges
- Strong project management skills
 - Proven aptitude for setting, tracking and meeting deadlines
 - Ability to prioritize effectively, especially when juggling multiple and shifting priorities
 - Impeccable attention to detail
- Growth mindset
 - Humility
 - Commitment to respond well to feedback and adjust accordingly
- Tireless work ethic and the capacity and willingness to do whatever it takes to get the job done
- Client services orientation
- Ability to work independently once given instruction, but still ask clarifying questions
- Ability to thrive in a fast-paced environment and remain calm under pressure
- Strong interest in building a healthy, vibrant team culture
- Sense of humor
- Creativity
- Passion and demonstrated commitment to transforming K-12 public education; experience working in a school district, charter management organization or state department of education a plus
- Belief that all children deserve a high-quality education
- Experience working in a startup, entrepreneurial and/or fast-paced environment preferred

Employment is contingent upon a thorough background and reference check. You must be legally entitled to work in the United States.

Compensation

Salary for this position is competitive and commensurate with experience.

Exempt vs. Non-Exempt

Exempt

To Apply

www.broadcenter.org/who-we-are/join-our-team
We will only contact applicants chosen for further consideration.

An Equal Opportunity Employer

The Broad Center does not discriminate on the basis of race, color, religion, ethnic or national origin, age, disability, gender, sexual orientation or other characteristic covered by law with regard to employment opportunities.

The Broad Center is committed to providing equal access and opportunities to candidates with legally recognizable disabilities. We will make our best effort to provide reasonable accommodations at every stage of the application process. Disclosing a disability or requesting a need for accommodations is a separate and distinct process from selection and will have no bearing on a candidate's application status. If you need to request an accommodation or have any questions regarding our disability accommodations policy, please send an email to DAO@broadcenter.org.

Date Posted

May 2017