



**Position:** Operations Manager  
**Location:** Remote  
**Employment type:** Full-time, Exempt  
**Reports to:** Chief Operating Officer

### Mission

EdReports.org is at the forefront of the curriculum reform movement. By increasing the capacity of educators to identify and demand the highest quality curriculum, EdReports.org is both disrupting a multibillion dollar market and transforming the way students are taught and ultimately perform. With the firm belief that what is taught matters and that all students deserve high quality materials, EdReports.org publishes free, online, evidence-rich reviews of instructional materials.

### Purpose of Position

The Operations Manager reports to the Chief Operating Officer and serves as an integral member of the operations team. The Operations Manager is responsible for supporting business operations of the organization and providing exceptional support to EdReports.org's staff and board of directors. This position provides a unique opportunity for an independent thinker who has strong organizational and project management skills, enjoys sweating the details without losing sight of the big-picture, and wants to contribute to the success of a growing organization.

### Key Responsibilities

#### Overall Organization Support – 40%

##### *Event Management – 30%*

- Maintain forms, tools, and templates for event requests;
- Work with internal groups to understand the needs on an annual basis for meetings, retreats, trainings, and work with teams to proactively identify locations and timelines;
- Manage all facility and travel logistics planning for trainings, retreats, and sequesters, including working with EdReports staff and travel agent to confirm location, travel and lodging arrangements, catering, audio/visual needs and collaborate with Academic Coordinator and/or event lead when applicable;

- Manage the procurement process for event supplies purchasing, etc. and coordinate with Academic Coordinator when applicable;
- Lead close out calls with event leads to share event actuals and gain feedback;
- Establish and maintain relationships with event vendors to ensure the best experience for staff and attendees; and
- Manage identification, purchase and distribution of branded items for internal and external use.

#### *Organization Support – 10%*

- Ambassador for org-wide vendors and policies to direct staff to the proper channels, as needed;
- Manage the procurement process for organizational vendors, new hire supplies, marketing materials, etc. and coordinate with the Academic Coordinator when applicable;
- Create and maintain organizational processes and systems to enhance cross-team efficiencies and organizational effectiveness, including weekly staff meetings; and
- Support day-to-day operations for the organization.

#### Operations – 60%

##### *Operations Support – 20%*

- Maintain calendaring and meeting agendas for Operations Team;
- Support Operations Team in the creation of staff training guides on operational policies and procedures; and
- Work with operations vendors (e.g. technology, finance, event-related, etc.) to build long-term relationships while providing streamlined customer service to staff.

##### *Technology – 15%*

- Manage relationship with IT Vendor as the primary point of contact, ensure annual vendor meeting deliverables are being met, and monitor ticket queue for possible support;
- Monitor and support staff with recurring technology issues;
- Identify proper hardware and software for staff and manage the Computer Refresh Procedure;
- Manage the procurement process for new hire equipment; and
- Maintain organizational processes and systems to enhance cross-team efficiencies and organizational effectiveness, including Google Knowledge Management Database and digital storage.

##### *Employee Life Cycle Systems Management – 10%*

- Maintain the onboarding system checklist to ensure all new hires are provided access to all EdReports systems and tools;
- Maintain email templates, one-pagers, resources etc. that are used in the onboarding/offboarding process;
- Work with Hiring Manager and HR Manager to ensure offboarding process has been completed; and
- Maintain an accurate and up-to-date staff contact list.

*Executive Director and Board of Directors Support – 15%*

- Manage Executive Director's calendaring for external meetings with multiple stakeholders and support general scheduling and coordination for organization-wide meetings and events; and
- Support executive team in obtaining board member data, preparing meeting materials, and supporting reimbursement procedure for board event travel and expenses.

Travel

National travel will occur related to organizational needs and for professional learning, as needed. Amount of travel will be monitored to ensure it is appropriate for both the organization and the Operations Manager.

## Qualifications

- Passion for the EdReports.org's mission and vision;
- A minimum of three years of professional experience in project and event management or similar role (educational or nonprofit setting preferred);
- Demonstrated record of strong written and verbal communication with various audiences;
- Professional experience with systems management, particularly with supporting multiple staff;
- Experience managing project logistics and improving organizational processes;
- Fluent in online platforms (MS Office suite, Google suite, Salesforce preferred); and
- Bachelor's degree preferred, but not required.

## Core Competencies

ACCOUNTABILITY	
<b>Framing/planning the work</b>	Plans and effectively organizes more complex projects and tasks; Identifies and set contingencies for possible roadblocks; and Develops plans for team or cross-team projects and adjusts to ensure successful implementation.
<b>Timeliness</b>	Always meets deadlines or delivers early; Communicates roadblocks, and lessons learned for the learning of the organization; Adjusts plan to manage roadblocks and remain on schedule; and Supports others to have high quality and deliver on schedule.
<b>Quality of work products</b>	Work products (e.g. reports, documents, files, etc.) are consistently audience-ready and accurate; and Has a consistent track record of being prepared and delivering work that meets or exceeds expectations.
ADAPTABILITY	
<b>Ability to adjust</b>	Changes work priorities to meet feedback and changing demands; and Identifies how own work and formal responsibilities need to adjust to meet the needs of the organization.

<b>Openness</b>	Able to thoughtfully consider new ideas and different perspectives.
<b>COLLABORATION</b>	
<b>Team-orientation</b>	Focuses on accomplishing organizational goals rather than a personal agenda; and Willing to take on additional tasks as needed to achieve shared objective.
<b>Collaboration</b>	Actively participates as a team member and shows willingness to contribute and be open to feedback; and Is sought out by others as a collaborator on projects.
<b>COMMUNICATION</b>	
<b>Written communication</b>	Contributes to organizational messaging, succinctly and effectively expressing ideas; and Write internal and external communications in a concise, clear, and professional manner that is always appropriate to the audience.
<b>Written and verbal communication</b>	Effectively influences decisions through logical, strategic communication and personal advocacy.
<b>Inquiry and listening</b>	Fully engages in both in-person and virtual settings; Uses open-ended questions to clarify understanding and gain information; and Requests feedback and encourages others to share their point of view.
<b>CULTURAL SENSITIVITY</b>	
<b>Valuing diversity</b>	Demonstrates understanding that differences among team members contribute value to the environment; and Proactively considers ways to increase diverse viewpoints and representation across our work.
<b>Advancing diversity and inclusion</b>	Demonstrates awareness and understanding of own biases; and Offers observations about cultural proficiency within the organization.
<b>GROWTH MINDSET</b>	
<b>Learning orientation</b>	Takes initiative to expand knowledge and skills for self and colleagues; Often thinks about ways to perform duties more effectively; and Regularly reflects on challenging situations as opportunities arise.

Seeking, providing, and using feedback	Regularly seeks feedback and coaching to succeed in doing more complex work; Uses new information and experiences to identify opportunities to adjust work/and or professional style; and Provides feedback to colleagues.
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### Leadership Competencies

DECISION-MAKING	
Gathering and interpreting data	Developing an understanding of what data needs to be gathered; and Able to read and interpret data.
Executing decisions	Identifies when to own the decision and when to include others; Draws upon data best practices, or specific job expertise to make timely decisions; Effectively gathers input from stakeholders; and Effectively explains the rationale for decisions.
DEVELOPS AND MOTIVATES OTHERS	
Motivating/Inspiring	Appropriately recognizes exemplary performance on their team; and Makes team members feel appreciated, supported and valued.
Conflict resolution	Identifies tensions or conflicts within teams; and Addresses team challenges when they arise.
INITIATIVE AND RESULTS DRIVEN	
Planning for results	Creates program plans for action that tie to team goals and clearly communicates with others; and Recognizes issues and takes action to make or advance decision-making process.
Executing to achieve results	Delivers quality results; and Participates in informing departments and org-wide responses to changes in the field and organization.
ORGANIZATIONS AND SYSTEMS KNOWLEDGE	
Applying knowledge	Leverages organization and system knowledge within their program/department to increase impact on community served.

STRATEGIC THINKING	
<b>Formulating strategy</b>	Uses data and knowledge to provide input to strategy for program/department.
<b>Assessing impact and implementation</b>	Has big-picture view of the organization and understands the mission, vision, unique approach, and values; and Asks questions and identifies problems of own program/department.

### Physical Requirements

Including, but not limited to standing and sitting for long periods of time; speaking loudly and clearly; seeing and hearing things both near and far away; and reaching, stooping, kneeling, and fine-finger and hand manipulation in use of a computer, chalkboard, dry erase board, or projector. Employee is required to have close visual acuity to perform an activity such as preparing and analyzing data and figures, transcribing, viewing a computer terminal, and extensive reading.