

## **Office Manager**

Position Type: Full-time, exempt

Reports to: Senior Manager of Operational Effectiveness

Start date: September 2023

Location: Chicago, IL

*The Partnership for College Completion (PCC) seeks a highly organized and efficient Office Manager to support our executive team and oversee the PCC office. As a critical member of our growing organization, the Office Manager will play a key role in ensuring smooth day-to-day operations. The ideal candidate will be an energetic professional with experience in handling administrative and financial duties, as well as providing executive support and be able to work independently and with exceptional attention to detail.*

The PCC is a nonprofit organization founded in 2016 to champion policies and practices that increase college completion and eliminate degree completion disparities for low-income, first generation, and students of color in Illinois - particularly Black and Latinx students. PCC envisions a state where equitable opportunities to access and complete a college education lead to greater degree attainment, racial equity, and socioeconomic mobility for Illinoisans.

With its vision for system-level reform and institutional change, the PCC executes a three-part strategy in pursuit of its goals:

- Supporting colleges and universities directly in their institutional equity change efforts
- Advocating for effective local, state, and national legislation & policy
- Elevating data and research to increase public dialogue on equity in college outcomes

### **Summary Statement of Primary Duties and Responsibilities**

The Office Manager, who will work as both a support to and thought partner with the Senior Manager of Operational Effectiveness, is a dynamic and multifaceted position. The Office Manager will be responsible for managing the Executive Director's calendar, supporting the implementation of operating standards across four departments, serving as the administrative contact with key stakeholders, and managing special projects. The Office Manager will have excellent written and verbal communication skills; strong knowledge of computer technology and general office equipment to maintain smooth operations within PCC.

Reporting directly to the Senior Manager of Operational Effectiveness, the Office Manager position plays a crucial role in supporting all PCC initiatives. This position offers professional growth opportunities and the chance to make a significant impact within the organization.

### **Key Responsibilities**

#### **1. Calendar Management**

- Efficiently manage the calendars of the Executive Director.
- Strong organizational skills with exceptional attention to detail for scheduling matters and email correspondence.
- Prioritize appointments and meetings while considering conflicting schedules.
- Provide comprehensive administrative support including scheduling appointments, arranging travel, and coordinating meetings.
- Maintain confidentiality of sensitive information while handling executive-level matters.

- Organize and schedule meetings and appointments related to board and investor relations.

## 2. Office and Financial Management

- Serve as office manager: Managing day-to-day office operations, including maintaining supplies, mailing, coordinating facilities maintenance, and ensuring a productive work environment.
- Implement office systems and successful execution of office projects.
- Coordinate office procedures by maintaining and organizing the office space, supply inventory, and technology infrastructure including video conferencing equipment, internet, and phones.
- Manage vendors relationships with service providers and landlord, ensuring timely payment of invoices.
- Create monthly reports for business expenses, financial records, and annual audits.
- Support the preparation of materials for meetings (particularly meeting minutes) for PCC's Board of Directors, Investors Council, and other key stakeholders.

## 3. Special Projects

- The operations team plays a critical role in supporting projects, initiatives, and special events. The Office Manager will support planning and execution of logistics for special events, which includes venue selection, catering arrangements, and stage managing.
- Prepare and edit correspondence, presentations, reports, and other documents as required.
- Attend work events outside normal business hours as needed.
- Other duties as assigned.

## **Knowledge, Skills, Abilities & Dispositions**

- Strong commitment to and alignment with PCC's mission
- Commitment to PCC core values:
  - All students can succeed when given the right opportunities, tools, and supports
  - Equity in higher education is an urgent civil rights challenge
  - Solutions and resources exist to eliminate racial and socioeconomic inequities in higher education
- Attention to detail in all internal and external work products
- Excellent time management skills and ability to multi-task and prioritize multiple workstreams
- Excellent verbal and written communication skills
- Ability to engage with diverse communities and constituencies
- Thrive in a lean, high-volume, fast-paced, mission-driven work environment
- Development-oriented mindset; reflective, self-aware, open and responsive to feedback and driven to learn from setbacks
- Solutions-driven mindset, a proactive problem solver, able to work independently and take initiative without direct supervision
- Demonstrated ability to excel in high pressure situations
- Ability to travel throughout the state of Illinois (as needed) to participate in organizational events and to work effectively both remotely and in an in-office environment

## **Qualifications**

### *REQUIRED*

- Reside in the Chicago metro area
- 3+ years of experience as an office manager
- At least 1+ year of experience with executive calendar management
- While a bachelor's degree is preferred, the Office Manager must at least have an associate's degree in business, HR, accounting, or a related field
- Proficiency in calendar management tools and office software (e.g., Google Calendar, Microsoft Office Suite, Calendly, Doodle)

- Advanced proficiency with Google Workspace, computer technology, project management software (e.g., Google Forms, Monday.com, MacOS, Windows)
- Adequate demonstrated experience in an office environment (operations, administration)
- Sincere commitment to working in a highly collaborative and high performing team environment
- Ability to work with diverse constituent groups, including staff and other stakeholders from all backgrounds and cultures

*DESIRED*

- Experience with Adobe Creative Cloud
- Experience with project management software and CMS: WordPress
- Experience with technology and operations system innovation (automation & integration)

**Compensation**

The PCC offers competitive salary and benefits plans and a flexible work environment. The salary range for the Office Manager is \$50,000 - \$65,000 annually, commensurate with experience, along with a generous benefits plan that includes health/dental/short- & long-term disability insurance; 403B plan with a company match; a number of other elective benefits; holiday, vacation, and sick accrual; flexible, hybrid work schedule; tuition reimbursement; and other competitive benefits.

**Commitment to Diversity**

The Partnership for College Completion is an equal opportunity employer with a commitment to building a diverse team and to engaging the skills and leadership of people of color, individuals from low-income households, LGBTQ+ persons, differently-abled people, and others that hold identities that represent the significant diversity of college students in Illinois. People from these and other historically marginalized backgrounds and communities are strongly encouraged to apply. We look forward to hearing from you!

**COVID-19**

PCC currently maintains a hybrid work environment with days required in office each week. Additionally, COVID-19 vaccination and corresponding documentation must be provided by all employees in advance of their start date.

**How to Apply**

Please send resume/CV and personalized cover letter to Jonathan@partnershipfcc.org with the subject line Office Manager. Resumes will be accepted and reviewed on a rolling basis until the position is filled.

*PCC is an equal opportunity employer and does not discriminate against any employee or applicant for employment based on sex, race, color, ancestry, citizenship, ethnicity, national origin, religion, age, ability, sexual orientation, gender identity or expression, marital status, pregnancy or any other characteristic protected under federal, state, or local law.*