

## Operations Manager & Executive Assistant:

### Flint Center for Educational Excellence

Exemption Status: Full-time, Exempt—Salaried (grant-funded position)

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#### Position Summary

The Operations Manager & Executive Assistant (Operations Manager) supports the Flint Center for Educational Excellence's (the Center) mission of building a community that works for all Flint kids by ensuring efficiency and effectiveness in the Center's day-to-day operations, staff and partner experience, and fiscal responsibility. The Manager will promote a dynamic student-centered office culture of collaboration and inclusion to create productive workflows within the Center's internal operations.

The Manager will coordinate and manage scheduling, prepare and organize correspondences, support board/committee meetings, and prepare board/committee materials. Reporting to the Executive Director, the Operations Manager will serve as a trusted partner in organizational strategy, interacting seamlessly and with a professional demeanor across a broad range of individuals. The dynamic nature of this role requires the Manager to have exemplary time management skills and the ability to anticipate the leadership teams' needs. The integrated nature of this role requires the Manager to handle highly sensitive and confidential financial, legal, personnel, and institutional information while exercising professionalism and discretion.

#### About the Flint Center for Educational Excellence

The Community Foundation of Greater Flint currently serves as fiscal sponsor for the Flint Center for Educational Excellence and will lead the pilot phase of its work until it becomes an independent entity. As a result, the workplace culture will be that of a dynamic start-up organization with team members proactively establishing systems and processes to support the Center's growth and development as a high-performing organization.

#### Major Responsibilities & Key Tasks

##### *Assist the Executive Director*

- Work directly with the Executive Director to support all aspects of his daily work routine, including screening calls, scheduling meetings, appointments, and travel arrangements. Exercise discretion in committing time and evaluating needs;
- Serve as primary point of contact between the Executive Director and key audiences, namely governing committees;
- Determine the priority of matters of attention for the Executive Director; redirect matters to staff as appropriate;
- Provide coordination, monitoring, and communication of projects and programs managed by the Executive Director;
- Keep the Executive Director advised of time-sensitive and priority issues, ensuring appropriate follow-up;

- Sort and triage correspondences;
- Compose and prepare routine correspondences for the Executive Director’s signature; and
- Prepare, reconcile, and submit expense reports.

*Support the Leadership Team*

- Manage the activities of the Administrative Assistant, ensuring they support the leadership team by receiving and screening phone calls and visitors, answering a variety of questions with diplomacy, taking messages, and directing inquiries appropriately for resolution;
- Assist the leadership team in project planning, prioritization, initiation, and fostering collaboration among key stakeholders;
- Schedule travel arrangements for the leadership team; and
- Support the leadership team in managing administrative tasks on an as-needed basis.

*Office Operations*

- Ensure effective day-to-day operations of the Center’s office, including managing meeting spaces and guest services;
- Monitor billing, payables, collections, and timekeeping activities;
- Ensure all staff are kept aware of organizational news, updates, and changes in policies;
- Develop and maintain relationships with contractors to ensure operational needs are addressed in a timely manner;
- Maintain adequate overall office coverage at all times as needed, including PTO coverage; and
- Mentor and serve as an ambassador for the office culture for all staff, visitors, and partners.

**Other Duties**

Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time, with or without notice.

**Minimum Qualifications**

- Bachelor’s degree or a relevant mix of education and work experience in administrative support, public administration, or human services administration.
- Master’s degree in public administration or related field preferred.
- Minimum 5 years of successful experience working in dynamic and entrepreneurial start-up environments.
- CPR & First Aid certifications, or ability to certify upon hire.
- Ability to effectively interact and collaborate with educators, parents, and Flint kids.
- Satisfactory criminal background check and unprofessional conduct check.

**Required Skills & Abilities**

- Strong organizational, communication, and interpersonal skills.
- Exceptional human relations skills, with the ability to develop and maintain positive relationships.
- Ability to be an effective coach, mentor, and leader for administrative staff.
- Experience with work processes and procedures in a professional office environment.
- Ability to multi-task in a fast-paced, deadline-driven environment.
- Ability to handle communications in a discrete and confidential manner.
- Knowledge of human resources, marketing, IT, and financial processes.
- Efficient in problem resolution.
- Knowledge of Microsoft Office and project management tools.

**Compensation & Benefits**

- Starting salary range: \$65,000-\$75,000 per year based on education and experience
- Competitive benefits package including 401(k), health, vision, and dental benefits