



OPERATIONS MANAGER JOB DESCRIPTION (Sept 2021)

PAVE Overview

PAVE (Parents Amplifying Voices in Education) is a non-profit corporation whose mission is to connect, inform, and empower parent leaders to give families in DC a voice and choice in the vision for education in our city. In the vision of PAVE, parents are partners and leaders in developing a diversity of safe, nurturing, and great schools for every child in every ward and community.

PAVE is dedicated to creating an environment where the vision for education in DC is not created for children and families but rather with children and families, shifting and changing the dynamics of power in our city so that communities and parents are partners in creating great schools in DC. PAVE intentionally and constructively asks parents to engage in education policy in DC, creates opportunities for parents to lead and advocate, helps parents to understand the system, builds relationships between parents and those who are making and influencing the education landscape in DC, and advocates on behalf of great school options and equitable supports for all children, regardless of sector. PAVE is a hyperlocal organization, focused on elevating and amplifying the voices of Black and Brown parents in the District of Columbia. PAVE's community organizing work is concentrated in Wards 1, 4, 5, 6, 7, and 8 – where the majority of public school students reside – but is committed to working towards great schools for every child in DC.

At PAVE, our parent leaders identify the issues that they want to move forward on behalf of our kids and our schools. In just four years, PAVE's parent leaders have worked tirelessly to reimagine the education system in DC, including:

- Advocating for and achieving a historic pupil funding increase for both the public traditional and charter school sectors;
- More than doubled funding for Out-of-School Time (OST) programs – increasing the city's budget for OST by \$10.25 million
- Representing 40% of the parent and community engagement process for the new citywide report card with both focus group and canvassing efforts; and
- Leading a first-of-its-kind selection process for a new school operator serving both Ward 8 and military families, where a committee of eight parents identified the school that they wanted to see in their community.
- Increased funding for mental health supports in schools by \$13.1 million

Additionally, during the FY20 budget season, DC was one of the only states across the country to see increases in education that would have been exceptional even if there were not a pandemic. And that was in large part due to the advocacy of PAVE parent leaders.

PAVE is a fast-paced, high-performing organization driven by a passionate team made up of over 5,000 parent leaders, 12 (and growing) full-time staff, and both school and citywide partners in educational equity. The standard at PAVE is excellence – in all that we do, all that we give, and all the spaces that we open for family and community voice.



The Role

Reporting to the Director of Operations and Systems, the Operations Manager is an integral part of the PAVE Operations & Systems department and provides essential support to all programmatic departments and the organization as whole. The Operations Manager will focus on operations and organization-wide systems and policies, information technology and database management and development, and provide operational and logistical support for programming initiatives and events that support and advance PAVE's mission.

Responsibilities:

Operations and Organization Infrastructure

- *Organization Infrastructure*
 - Develop and refine operations protocols and procedures in partnership with the Director of Operations & Systems
 - Communicate operations changes and updates clearly and quickly to PAVE Staff
 - Complete and manage projects plans and logistics for staff outings, retreats, and other activities
 - Track compliance with PAVE protocols and procedures across departments
 - Collect and analyze data on use and performance of PAVE assets to inform planned expenditures
 - Support Director of Operations & Systems in planning for long-term facilities needs
- *Day-to-Day Operations*
 - Oversee office inventory, supply orders, and logistics around materials and space requests for meetings & events (internal and external) and identify areas for improvement around processes and procedures
 - Manage info@dcpave.org calendar and monitor email box for general inquiries to the organization
 - Manage tracking system and inventory for PAVE assets (systems licenses, physical hardware, office inventory) and PAVE swag (marketing collateral & materials) in partnership with Director of Operations & Systems and Director of Communications
 - Identify peer organizations for opportunities for collaboration and thought partnership around operations best practices
 - Ensure staff expense reports are submitted promptly and accurately
 - Support tracking of credit card expenses and monthly report submissions for Director of Operations & Systems; own submission of receipts & expenses for Executive Director's monthly credit card report
 - Manage and support with all-staff internal meetings

Systems

- *Salesforce*
 - Become an expert in the use and structure of PAVE's Salesforce database
 - Work with Manager of Systems & Compliance to develop reports and dashboards that support Operations work (e.g. childcare tracking, PLE stipends)
- *Other Systems & Tools*
 - Develop fluency in the systems PAVE uses to conduct its programmatic work
 - Research and develop new organizational systems & tools with Director of Operations & Systems and Manager of Systems & Compliance



- Support the Manager of Systems & Compliance with ensuring proper use of PAVE systems tools across programmatic departments to support successful outcomes (Zoom, ThruText, Salesforce, etc.)
- Support with planning and execution of staff-wide trainings on systems & tools
- Assist with compliance audits for internal PAVE systems & policies

Program Support

- *Logistical Support*
 - Oversee logistical planning & execution for PAVE programs including, but not limited to: making sure materials are fully stocked, organized, and easily accessible by the team; holding team members accountable for returning and caring for PAVE property; elevating additional logistical needs to the Director as necessary.
 - For regular meetings and events such as: the PAVE Parent Policy Summit, elected official breakfasts and luncheons, PLE Board Meetings, PLC Meetings, coffee chats, advocacy meetings
 - Maintain relationships with current vendors (catering, childcare, rentals, venues) and research and develop relationships with new vendors to support PAVE's work
- *Finance Management*
 - Track finances for events including collecting W9s, ensuring contracts are signed and filed appropriately, ensuring invoices are submitted correctly and promptly, processing invoices in Bill.com, communicating with vendors as needed
 - Track monthly spending across departments and events with data analysis to help monitor per-person, per-team, and per-parent costs
 - Track expenses toward grants to ensure compliance with grant budgets & guidelines, including tagging invoices as appropriate in Expensify and Bill.com

Assist the Director of Operations & Systems in other matters as identified and assigned.

Qualifications

The Operations Manager will be thoroughly committed to PAVE's mission. The Operations Manager should have a background in education, non-profit work, and/or start-up environments. Concrete demonstrable experience and other qualifications include:

- 5-7 years of full-time work experience;
- Strong written and verbal communication skills; a persuasive and passionate communicator with excellent interpersonal and multidisciplinary project skills;
- Demonstrated ability to learn quickly and self-teach complex tools and systems;
- Advanced proficiency in a range of technology-based platforms and processes highly preferred, including, but not limited to: Microsoft Office (Word, Excel, PowerPoint); Google Apps; Salesforce;
- Outstanding attention to detail and deadlines, particularly around data entry, data analysis, and copy editing;
- High level of comfort with numbers, math, and data and an eye for accuracy;
- Skilled at building and maintaining professional and interpersonal relationships;
- Unwavering commitment to quality programs and data-driven program evaluation;
- Previous experience planning community events and managing budgets for events;
- Ability to multi-task and prioritize in fast-paced, start-up environment;



- Ability to work independently and in collaboration with diverse groups of people; and
- Passion, idealism, integrity, positive attitude, mission-driven, and self-directed.

Compensation

Salary for this role is \$65-75k annually. PAVE employees are offered full medical, dental, and vision benefits at no cost to the individual, as well as a 401(k) plan with 4% match, and generous paid time off.

Location

This position requires residence in the District of Columbia. The Operations Manager must be local in order to build deep connections and relationships with parent leaders, elected officials, school leaders, and other community stakeholders and support execution of PAVE in-person meetings and events. This position will require occasional work on nights and weekends to support the schedules of parents.

To Apply

Submit your resume and cover letter to jobs@dcpave.org.