



Connecting Students & Volunteers  
for Results that Count

## Job Description: Business Operations Manager

**Office Manager:** full time (40 hours/week) • Charlotte, NC • Reports to Executive Director  
Applications will be reviewed on a rolling basis. See below on how to apply.

### **About the Organization: Heart Math Tutoring (“Heart”)**

Heart is a math intervention program that recruits and supports volunteers to work as tutors in high-poverty elementary schools. Sixty percent of economically disadvantaged students in Charlotte are not performing on grade level in math. Heart provides a structured curriculum and on-site support, enabling volunteers to effectively support students with a commitment of one hour per week. To date, 98% of Heart students have met program growth goals. In the 2016/17 school year, 750 weekly Heart volunteers support over 650 students across twelve high-poverty CMS elementary schools.

Heart’s mission is to ensure that all elementary students develop the strong foundation in math and enthusiasm for academics needed for long-term success, by helping schools use volunteers as tutors. Still in “startup” mode, Heart became a 501c3 nonprofit in July 2014 and has grown to a budget exceeding \$640K.

### **About the Role: Business Operations Manager**

Heart Math Tutoring seeks a full-time team member dedicated to operational and administrative responsibilities that will accelerate Heart’s impact. The Business Operations Manager will report to the Executive Director, and the role is a great opportunity for someone interested in seeing the innerworkings of a nonprofit while contributing significantly to the organization’s success. This role will cover a wide variety of responsibilities needs to be filled by an eager learner who thinks ahead and is willing to wear many hats.

**Job Responsibilities:** Key responsibilities are listed below.

- Help develop and execute Heart’s Human Resources and Risk compliance policies. Oversee employee onboarding, orientation, and policy compliance for new employees.
- Manage Heart’s Information Technology systems and equipment, ensuring a highly functioning, productive work place.
- Execute Heart’s accounts payable, financial reporting, and budgeting functions, working in partnership with the Board Finance Committee and Executive Director.
- Manage Heart’s relationship with and selection of vendors, ensuring cost efficiency, customer service, and positive relationships.
- Manage Heart’s office setup on day-to-day basis, ensuring a highly functioning, productive workplace and positive environment. This includes supplies procurement, routine office maintenance, and fielding inbound calls, mail, email, and visits to Heart’s office.
- Provide both administrative and substantial assistance to the Executive Director, leveraging the ED’s time and productivity in a positive, mission-driven working relationship. This includes a wide variety of projects and assignments in addition to ongoing support with correspondence, contact management, scheduling, proofreading / drafting, and other duties as assigned.

**Qualifications:**

- Passion for Heart’s mission, including a sense of urgency in ensuring all students build the skills they need for a successful future
- Exceptional attention to detail and technical skills (email, contact management, file sharing systems, Microsoft Office – all products)
- Strong sense of discretion and maturity, including when working with confidential information
- Able to anticipate tasks, make decisions, and assume significant responsibility
- Strong written communication
- Fast learner, positive attitude
- Interested in working in a start-up environment, which requires flexibility

**Desired Background/Experience:**

- Experience managing successful projects involving attention to details and precision
- Experience organizing, prioritizing, and multi-tasking
- Previous nonprofit experience OR willingness to learn extensively about the inner workings of the nonprofit sector
- (Preferred) Background includes exposure to risk management and business operations issues OR previous administrative experience

**Heart’s Core Values:** Student-centered, gratitude, growth mindset, precision and professionalism, civic engagement

**To apply:** Submit the following items to [communications@hearttutoring.org](mailto:communications@hearttutoring.org) at your earliest convenience.

- Resume – standard format including education, work, and volunteer experience
- Cover letter – standard, 1-page format explaining your interest in the role and why you believe you are a good fit

When submitting, use the subject line, “2017 Business Operations Manager”, and address correspondence to Emily Elliott.

**Anticipated Timeline:** Applications accepted on a rolling basis.

**Compensation:** Compensation will start between \$40,000 - \$45,000, commensurate with experience. Pay will be based on a 40-hour work week. Any hours worked over 40 in a week will be paid 1.5x.