



Connecting Students & Volunteers
for Results that Count

Job Description: Office Manager

Office Manager: full time (40-45 hours/week, Mon - Fri) • Charlotte, NC • Reports to Executive Director
Applications will be reviewed on a rolling basis. Desired start date of 2/4.

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

Heart Math Tutoring is a math intervention program that recruits and supports volunteers to work as tutors in high-poverty elementary schools. Seventy percent of economically disadvantaged students in Charlotte are not performing on grade level in math (2017 NAEP). Heart provides a structured curriculum and on-site support to tutors, 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 2018/19 school year, 1,000+ weekly Heart volunteers support over 950 students across 22 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 \$1.2M.

Job Responsibilities

The Office Manager role ensures a highly functioning organization by meeting HR and office needs of Heart staff, ensuring a productive office space, optimizing the organization’s finances, and supporting a variety of other key operations. The role will report to the Executive Director, with operational and administrative responsibilities listed below that will accelerate Heart’s impact:

- HR Generalist: Benefits Administration, Payroll, Recordkeeping, On/offboarding Employees, Policy maintenance, Risk management
- Office Management: Oversee office supplies, functionality, landlord/lease, vendors, cleanliness
- IT Support: Oversee managed services vendor provider and support Heart staff IT needs
- Volunteer Placement and Backend Support: Salesforce lead conversions, place and track tutors
- Vendor Management as relates to functions above
- (15% of time) Finance: Bookkeeping data entry, Budget reports and management
- Other operational support: cross-train with Business Operations Manager

Required Experience

- Office Management, Small Business, Nonprofit, or Startup Experience
- Vendor Management
- Spreadsheets and data analysis
- (Preferred) Nonprofit risk and legal matters
- (Preferred) Quickbooks, bookkeeping, presentation of financial statements

Required Skills

- Microsoft Office – Word, Outlook, Excel, Powerpoint, Publisher
- Written (email) and verbal communication skills
- Basic analytical skills, data analysis

- Quickbooks (preferred)
- Willing to learn: Salesforce, Mail Chimp, Dropbox, Google Drive, etc.

Required Qualities

- 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
- Desires fast-paced environment
- High standards for work product
- Willing to pitch in with many different types of work
- Can make decisions, work independently, and multi-task
- Discretion and maturity, including with confidential info

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

To apply: Submit the following documents to communications@hearttutoring.org as soon as possible.

- 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, "2019 Office Manager Application", and address correspondence to Emily Elliott.

Compensation: Compensation is commensurate with experience and includes healthcare and retirement benefits. We are open to this as a part time role (without benefits) depending on a person's experience.