



Connecting Students & Volunteers  
for Results that Count

# Job Description: Business Operations Manager

## **Business Operations Manager**

**Hours:** Negotiable - between 25 and 40 hours per week.

**Location:** 1100 South Mint Street Suite 107, Charlotte, NC 28203.

**Team:** Reports to Executive Director and works laterally across organization.

**Timing:** Applications will be reviewed on a rolling basis. The role will be posted until filled.

### **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 1,000 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**

Heart is adding a second Business Operations Manager to ensure a highly functioning organization as relates to HR, technology, office, and finance needs. The role will report to the Executive Director and will work closely with our current Business Operations Manager, supporting a variety of key operational needs. Responsibilities listed below 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
- Technology: Oversee IT managed services vendor provider and support Heart staff IT needs
- Volunteer Placement and Backend Support: Salesforce lead conversions, place and track tutors
- Finance: Bookkeeping data entry, Budget reports and management
- Vendor Management as relates to functions above
- Other operational and project-based support: cross-train with Business Operations Manager

### **Required Experience**

- Office Management, Executive Administration, 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
- Project management skills
- Preferred and/or willing to learn: Salesforce, Quickbooks, 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](mailto: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 Business Operations Manager Application”, and address correspondence to Emily Gaffney.

**Compensation:** Compensation is commensurate with experience. For a full-time role, compensation includes healthcare and retirement benefits.

*It is the policy of Heart Math Tutoring to provide equal employment opportunities to all employees and employment applicants without regard to unlawful considerations of race, color, religion or creed, gender, sex (including pregnancy), national origin or ancestry, ethnicity, citizenship status, genetic information, military or veteran status, age, and physical or mental disability, or any other classification protected by applicable local, state, or federal laws.*

*This policy applies to all aspects of employment, including, but not limited to, hiring, job assignment, compensation, promotion, benefits, training, discipline, and termination.*