



Operations Manager

In 1995, PENCIL was founded with the goal of raising awareness about public education by inviting civic and business leaders into New York City public schools. From those early days to our work today implementing hands on, immersive programs that open eyes, open minds, and open doors, PENCIL realizes its mission “to connect students to success.” PENCIL makes it easy for business professionals, educators, and students to work together - in schools and the workplace. Our programs, including virtual and in-school partnerships, mentoring, internships, and immersive experiences like Principal for a Day®, create targeted opportunities to make a real difference in the classroom and beyond. As an organization, we strive to provide students with access to the relationships, skills, and opportunities that support their success.

PENCIL is committed to creating a diverse and equitable environment and is proud to be an equal opportunity employer. PENCIL recruits, employs, trains, compensates, and promotes regardless of race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, veteran status and other protected status. We believe that the more inclusive we are, the better our work will be. We aspire to build a diverse team, one that better reflects the people and communities we serve. Applicants who contribute to this diversity are strongly encouraged to apply.

POSITION OVERVIEW

Reporting to the Director of Impact and Operations, the Operations Manager performs a variety of data entry, administration and office tasks supporting the overall organization. This position requires close collaboration with employees across all departments and works with outside vendors and contractors as necessary. As part of the Operations teams, the Operations Manager will work to develop operational efficiencies, streamline processes and support in the creation of how-to guides and knowledge libraries. This position will work closely with Chief of Staff and Vice President of Finance and Administration to ensure accurate records and reports.

The Operations Manager will have excellent organizational and communication skills, strong attention to detail, and the ability to work with a wide range of people across multiple projects in a mission-driven and highly collaborative setting.

RESPONSIBILITIES

Data Entry

- Gift processing including data entry and donor acknowledgements for donations.
- Supported by the Senior Operations Manager, uploading and updating programmatic data.
- Developing, generating, and sharing reports for reconciliations and review processes.
- Helping maintain the integrity and accuracy of records across systems.

Operations Management

- Managing and organizing office services, vendors, and supplies.

- Helping design, implement, update, and socialize office procedures, standards, and policies.
- Providing support with the reconciliation and financial auditing processes.

Process Improvement Support

- Supporting the maintenance of an Operations roadmap recording, assessing, and prioritizing emerging organizational needs.
- Thought partner supporting Operations Team in uncovering, developing, and implementing efficiencies across the organization.
- Developing strong working relationships and trust in support of PENCIL staff and external stakeholders.
- Supporting other activities as designated by the Director of Impact and Operations.

QUALIFICATIONS

- Proficiency in MS Office applications required (Word, Excel, PowerPoint, Outlook).
- Experience with a data management system (such as Salesforce) is preferred; training provided.
- 2+ years of data entry, development and/or administrative experience is preferred.
- Ability to handle confidential financial and personal information with discretion and sensitivity.
- A creative generalist who employs a proactive, solution-oriented approach.
- Ability to work quickly and efficiently, prioritize and multi-task effectively.
- Ability to work independently and within a team to develop processes, efficiency, and solutions.
- Excellent verbal and written communication skills.
- Commitment to professionalism, including the ability to receive and act on feedback.
- Commitment to PENCIL's mission and youth development.

COVID-19 vaccination is required for hire. The position will be required in-office based on office and team need.

COMPENSATION: Salary for this position is \$60,000. PENCIL also provides a generous benefit package which includes:

- Medical, prescription, dental and vision insurance for you, your spouse or domestic partner and dependents.
- A retirement plan with employer matching.
- Commuter benefit and flexible spending plans.
- Professional development stipend.
- Annual paid time off for holidays, vacation and sick.
- Short and long-term disability and paid family leave.

TO APPLY

Visit [PENCIL's Application Form](#) to apply. Applications will be accepted until the position is filled.

Studies have shown women and people of color are less likely to apply to jobs unless they meet every single qualification. At PENCIL we are dedicated to building a diverse, inclusive, and authentic workplace. If you're excited about the role but your experience doesn't align perfectly with every qualification in the job description, we encourage you to apply anyway. You may be just the right candidate for the role.