

Office Manager (hybrid)

Excelencia in Education is leading a national movement to transform higher education to more intentionally serve Latino, and all, students by promoting student achievement, informing educational policies with a Latino lens, and advancing evidence-based practices.

To support this mission at a time of growing national visibility and opportunity, *Excelencia* is hiring an Office Manager. Reporting to the Chief Operating Officer, you will provide hands-on operations and information technology (IT) support to help us achieve operational excellence. We are seeking a results-oriented professional with experience clearly defining issues when they arise, identifying the specific expertise required to work through them, and proactively engaging the right people to move forward. In this role, you will support day-to-day operational functions, vendor and consultant management, and IT and office management for a staff of 35.

How You'll Make an Impact

Excelencia is a fast-paced and quickly evolving nonprofit organization with a passionate team deeply committed to its mission and community. This position does not include direct staff supervision but requires a high level of initiative in coordinating with staff, consultants, and vendors. Within the first year, you will learn *Excelencia's* programs and administrative/ compliance systems, assume responsibility for supporting them, and make recommendations to enhance and expand them.

- Manage tasks to support the current state of our organization while making strategic improvements to work toward our vision of the future.
- Evaluate and implement new technologies and systems to maximize efficiency as we evolve.
- Develop strong, supportive, and highly productive working relationships with the team and its changing administrative needs.

Work Environment, Salary, and Benefits

- You'll enjoy a flexible work environment, currently collaborating twice a week in our Washington, DC, office and working from your home office three days a week.
- The budgeted salary range for this role is \$70-90K annually, with a comprehensive benefits package including medical, vision, and dental insurance; paid annual leave, sick leave, and federal holidays; time off between Christmas and New Year's; a retirement plan with employer contribution, and support for professional development. The salary offered will be commensurate with experience.
- You will join a high-performing team passionate about accelerating Latino student success in higher education by supporting transformational change at institutions to SERVE (not just enroll) Latino students. Your colleagues are eager to offer help, figure things out together, celebrate our wins, and reflect on our processes.

Responsibilities

Operations Management

- Provide administrative management of *Excelencia's* portfolio of contracts for vendors and consultants, and service providers.
- Maintain office operations, including equipment inventory and office supplies inventory.
- Ensure that staff are aware of upcoming tasks and due dates and work with them to ensure seamless coordination.
- Assist with coordinating and execution of staff-wide initiatives, meetings, and staff development activities.

Information Technology Management

- Manage IT consultants and contracts to support staff and office needs, including installations, upgrades, and hardware and software configurations.
- Oversee the daily operations of IT to ensure the functionality, availability, and security of systems, data, and communications; troubleshoot issues that arise.
- Support the implementation of IT policies and procedures and draft or maintain the documentation for IT policies or software programs.
- Manage devices and prepare management reports of activities, tasks, and operational metrics.
- Help advance IT knowledge and comprehension and coordinate internal staff training.

Qualifications

- Bachelor's degree and at least two years of successful management and planning experience, preferably relevant to operations. Additional experience can be substituted for a degree.
- Strong computer and technology skills in a Mac environment with the willingness to learn new programs and systems and the flexibility to navigate changes in initiatives and systems.
- Experience in IT management, including procurement of devices, installations, upgrades, and configurations of hardware and software systems.
- Demonstrated ability to work independently and collaboratively, ask questions and admit gaps in knowledge or skills, obtain cooperation and support from colleagues, and respond to varied leadership styles.
- Demonstrated ability to communicate effectively and efficiently with supervisors, colleagues, and external partners.

- Ability to handle complex assignments and manage multiple responsibilities while meeting immediate demands. Demonstrated ability to prioritize tasks and work under pressure in a fast-paced environment.
- Experience working in or with nonprofit organizations, including organizations similar in size to *Excelencia* in Education is preferred but not required.

About Us

Launched in 2004 in the nation's capital, *Excelencia* in Education leads a national network of results-oriented educators and policymakers to tap the talents of the Latino community and address the U.S. economy's needs for a highly educated workforce and engaged civic leaders. With this network, *Excelencia* accelerates Latino student success in higher education by promoting Latino student achievement, informing educational policies with a Latino lens, and advancing evidence-based practices. For more information, visit: EdExcelencia.org

To Apply

We encourage you to apply even if your experience is not a 100% match with the position description; we will consider people from a variety of backgrounds and career experiences. Simply email your resume to the Human Resources team at talent@edexcelencia.org with "*Excelencia* in Education – Office Manager" as the subject of the email.

Excelencia in Education is committed to reducing bias in every aspect of the hiring process. We have long recommended a competency-driven approach to hiring adapted from our talent partner, Staffing Advisors. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, veteran status, or any other basis protected by law.