



Organization: Citizen University
Job Title: Operations & Project Manager
Reports to: Managing Director
Start Date: April 2019

About Us

Citizen University exists to spread the belief that a strong democracy relies on strong citizens—that we all have the power to make change happen in civic life, and that we have the responsibility to try.

Our mission is to build a culture of powerful, responsible citizenship across the country. We envision a great civic revival across our nation — our dream is a country in which Americans are steeped in a sense of civic character, educated in the tools of civic power, and are problem-solving contributors in a self-governing community.

In our work, Citizen University designs programs and projects that teach civic power and civic character, the essential components of powerful, responsible citizenship. We then activate and teach civic catalysts to spark the spirit of democratic renewal in their communities by equipping them with the skills and resources to bring these programs back to their communities. We also create and share accessible toolkits and resources that can be utilized by anyone, and we amplify and share success stories of powerful citizenship in action.

Our team approaches this work with joy, purpose, and a deep responsibility to each other and to our community.

About the Role

The Operations & Project Manager will oversee and manage all operational functions that keep Citizen University's day-to-day processes humming efficiently and effectively. If you are a systems-thinker who loathes inefficiency and loves to improve processes and systems, this job is for you. A vital component of this position will be to plan and manage major systems projects, in collaboration with other senior staff, including a website redesign and CRM implementation.

Our organization is growing and we need someone who is ready to help build and implement the infrastructure that will provide the backbone of our work—serving a critical role on the team as we work to strengthen our democracy. Our programs have been making an impact nationally for several years—we're ready to welcome the right individual to help us take our work and internal structures and capacity to the next level.



Core Responsibilities

FINANCE OPERATIONS

Manage accounts payable and other basic accounting functions to include:

- Monthly transaction logs, billing, check request approval, banking, credit card management
- Working with bookkeeper to maintain processes for payroll and tax reporting
- Reconciling invoices and entering and processing approved payments
- Developing and maintaining files for annual business reporting needs
- Supports other employees in basic bookkeeping tasks

HR OPERATIONS

Manage various human resources functions to include:

- Posting position openings to job sites and managing flow of incoming candidate applications; communication with applicants
- Managing onboarding processes
- Maintaining and updating the Employee Handbook
- Employee benefits management, including insurance, transit, PTO

FACILITIES & VENDOR MANAGEMENT

Manage all internal vendor relationships and related tools, as well as business compliance, to include:

- Overseeing applications and renewals for all business licensing
- Managing and serving as office lead for all internal tools and services, including Slack, Mailchimp, CRM, G-Suite, phone systems, website, and email server
- Maintaining office facilities and equipment in communication with building staff

PROJECT MANAGEMENT

Develop project plans, work with vendors, and oversee implementation and staff training for major internal projects to include:

- New CRM system to track program attendees, funders, partners, collaborators, vendors
- An overhaul of the Citizen University website (to be done in partnership with Communications Director, who will oversee the content strategy of the website)

INFORMATION & CONTRACT TRACKING

Track and maintain all pending and outstanding contracts, to include:

- Grants and other funders
- Vendor agreements
- Contract team members

ADMINISTRATIVE & OFFICE SUPPORT

Manage basic office functionality and provide general administrative support to the team including:



- Maintaining and updating Operations Handbook
- Training staff on internal tools including: Slack, Mailchimp, CRM, G-Suite, phone systems, website, and email server
- Arranging team meetings, managing all-team calendar, booking spaces as needed
- Participate in team meetings and organizational planning

Successful Candidates Will

- Be committed to, and enthusiastic about, the mission and vision of Citizen University
- Have expertise and interest in designing operations project plans from the ground up
- Be a detailed-oriented systems thinker who is comfortable with ambiguity and change
- Be a self-starter; have a strong sense of initiative and excitement to solve problems and build new systems from scratch
- Be comfortable working with people from diverse ideological and experiential backgrounds
- Have a working knowledge of Excel and Google Suite.

Qualifications

- 3+ years of relevant professional experience working in operations, HR, finance, or administrative role, preferably in a non-profit or civics-related field
- Experience leading CRM implementation, preferably Salesforce
- Project management experience, with significant time spent working with and managing vendor relationships and timelines
- Able to work independently and take initiative in managing plans and achieving goals
- Rooted in values of equity and inclusion
- Impeccable written and oral communication skills
- Attention to detail, self-motivated, and entrepreneurial
- Passionate, artful, and a genuine desire make an impact

Compensation

Starting salary is \$55,000-\$60,000 depending on experience including PTO, plus benefits. Benefits include 100% employer-paid medical & dental insurance, ORCA pass, , and benefits associated with Impact Hub membership. Three weeks PTO annually, plus the week between Christmas Eve and New Year's Day plus 8 additional paid holidays.

To Apply

- Please submit your résumé and a cover letter
- Email to jobs@citizenuniversity.us with the subject line Operations & Project Manager Application
- Applications will be reviewed on March 29, and the position will be open until filled.
- Citizen University is an equal opportunity employer and we seek applicants with diverse backgrounds and experiences.

Position based in Seattle. More information on Citizen University and our team can be found at www.citizenuniversity.us.