



## Office Manager/Marketing Assistant Job Description

### About Tri-County Cradle to Career Collaborative (TCCC)

TCCC's vision is that all children are embraced by our community as our own and supported to reach their full potential in school and in life, cradle to career. Our mission is to build collective power to transform education by changing systems to allow Black and brown children to achieve their goals. We have brought together a cradle to career network to address the persistent and systemic educational inequities in Berkeley, Charleston, and Dorchester counties. With the support of back-bone Team staff, we work to close the educational equity gaps at every stage along the cradle to career educational journey. Using the StriveTogether collective impact framework, we are aligning around a common vision, using data to hold each other accountable, taking collective action, and advocating for equitable, systemic change.

TCCC is dedicated to becoming an anti-racist organization. We have committed to examining how racism lives in each of us as individuals and in the fabric of our organization and its policies, culture, and traditions. We hold ourselves accountable to equitable and excellent outcomes in the tri-county region in which we work by providing consistent, transparent, and candid reviews to our staff, Board, and partners on our strategies and commitments. We are also committed to educating ourselves and taking action over time to grow an anti-racist organization. We come to this task with deep humility, knowing that we have much to learn.

We seek to create significant and deep impact in each of the 6 Cradle to Career milestone areas:

- Students will enter kindergarten ready to learn.
- Students will master critical math and literacy concepts in 3<sup>rd</sup> grade.
- Students will master critical math and literacy concepts in 8<sup>th</sup> grade.
- Students will graduate high school ready to succeed in college or the modern-day workforce.
- Students will enroll in a college or career program or obtain employment in the modern-day workforce.
- Students who enroll in college or a career program will graduate ready to enter the modern-day workforce.

Our backbone Team serves as a catalyst to unify and convene. We work in the space between systems to connect multiple entities into a seamless network of student support. We are process experts trained in results-based accountability, continuous improvement, complex systems change, equity, research, business operations, project management, communications, data strategy, human centered design, and group process facilitation.

Our backbone Team supports our partners and action networks focused on eliminating the disparities at each milestone. They report progress towards these milestone goals as well as support networks in identifying what intervention strategies are working to close the equity gaps. They encourage collective learning and continuous improvement. The Team is the “connective tissue” that holds the partnerships together and enables the educational equity eco-system to function more effectively and efficiently.



## **Job Description**

The Office Manager is responsible for providing executive-level administrative and project support for the CEO, while coordinating actions, functions, and duties across the organization and supporting partners. This position requires developing a thorough understanding of TCCC and its mission, operations, structure, and culture. Exceptional skills in project planning and management, sound judgment, initiative, diplomacy, and discretion are vital to this role in working with internal staff and external partners and stakeholders.

This position is responsible for the organization and maintenance of all office operations and procedures while supporting staff administratively. The position requires attention to detail, time management skills, the appreciation of a fast-paced team, multi-tasking, and an enjoyment of creating and maintaining a pleasant work environment. It is an incredible opportunity for a highly motivated individual to organize and coordinate administration duties, office procedures, and assist with marketing initiatives. The Office Manager will report directly to the CEO to ensure adherence to company policies, and improve company procedures, especially day-to-day operations.

## **Key Areas of Responsibilities**

- **Administrative Leadership and Support**
  - Serves as the administrative point of contact and liaison for both internal and external matters. Functions as a key asset by proactively anticipating needs, identifying and addressing issues, and elevating to the CEO for review and decision when appropriate.
  - Responsible for vetting internal and external requests and ensuring timely management of all inquiries, directing assignments to appropriate staff on behalf of the CEO, asking the lead on researching and briefing preparation, and spearheading special projects and events as assigned by the CEO.
  - Provides strategic input and advice to assist in developing organization priorities, decision-making, and problem-solving.
  - Stays abreast of current workloads of the Team, keeping the CEO informed of any changes or updates to systems and processes and staff, donor, board, or stakeholder issues.
  - Provide ongoing administrative support to the office, driving organization success through the management of daily operations and special projects
  - Provides coordination of human resource paperwork for the organization including background checks and on-boarding
  - Organize office operations and procedures
  - Responding to outside information inquiries
  - Manage relationships with vendors and contract staff
  - Handles matters expeditiously, proactively, and follows-through on projects to successful completely, often with deadline pressures
  - Monitor, manage, and maintain office equipment and supplies; request repairs or restocking when necessary
  - Maintain schedules, calendars, appointments, travel, and expense submissions
  - Schedule Team, Board, Community Leaders Council, and Committee meetings
  - Manage staff, intern, and fellows job postings, onboarding and exit paperwork



- Uses and understands Microsoft Office Suite and other business-specific software
- Answers incoming calls and provides exceptional customer service by using critical thinking, problem solving, and/or forwarding the call to the appropriate Team member
- **Development Support**
  - Provide assistance with donor management record keeping and fundraising including events
  - Provide assistance, as needed, with grant writing and submission
- **Marketing**
  - Support website updates
  - Support social media post design and posting
  - E-newsletter design and publish monthly

### **Education, Knowledge, and Experience Requirements**

- Bachelor's degree preferred or seven or more years of relevant project work experience
- Strategic thinker
- Must be an energetic professional who doesn't mind wearing multiple hats
- Strong work ethic, extreme attention to detail, and experienced in a wide range of administrative and executive support related tasks
- Able to work independently with little or no supervision
- Ability to handle and prioritize multiple tasks and meet deadlines in a fast-paced environment
- Experience with Microsoft Office administration
- Proficient in Microsoft applications, including Outlook, Excel, and PowerPoint
- Experience with Adobe Creative Cloud
- Experience with social media platforms
- Demonstrated experience and knowledge of equity, inclusion, and diversity practices
- Ability to manage details and work independently
- Impeccable written and oral communication skills
- Outstanding interpersonal skills
- Proficiency in Microsoft applications
- Familiarity with public education landscape in Berkeley, Charleston, and Dorchester counties
- Excellent client-facing and internal communication skills
- Solid organizational skills including attention to detail and multitasking skills
- Ability to work from home
- Ability to travel for work when necessary
- Ability to creatively solve problems and negotiate and handle stressful situations in a positive manner
- Demonstrated experience working with low to moderate income families, BIPOC communities, community leaders, and local and municipal government leaders



### **Benefits and Other Information:**

We offer a unique, flexible work culture that is incredibly data-driven, results-driven, and mission-focused. TCCC's Team cares deeply about closing the opportunity gap in the tri-county region and you will have a chance daily to impact the lives of thousands of students on a small, but mighty Team. Here are a few important details:

- Compensation is commensurate with experience and expertise and is highly competitive.
  - We offer a flexible work schedule and remote working. This position does require some flexibility in hours with some night and weekend work.
  - This role may require regular travel throughout the tri-county area, so reliable transportation is necessary.
- We strive to be a learning organization, so we provide professional development opportunities as well as an annual staff retreat.
- The following benefit programs are available to eligible employees, subject to terms and conditions of each program:
  - Holidays
    - 11 Paid Holidays
    - 2 Floating Holidays
  - Paid Time Off (PTO)
    - 20 days PTO each fiscal year (160 hours)
  - Volunteer Time Off
    - 1 day (8 hours) per quarter
  - Bereavement Leave
  - Jury Duty
  - Witness Duty
  - Workers Compensation
  - Health, Vision & Dental Insurance
  - Life and Accidental Death and Dismemberment Insurance
  - Retirement Plan

### **Application Process:**

Please send resume, with references, and cover letter to Mary Butz at [mary@tricountycradletocareer.org](mailto:mary@tricountycradletocareer.org) by May 13, 2022.

For questions, please contact Mary at the email address above or call 843-732-8221.

*Tri-County Cradle to Career Collaborative is an equal opportunity employer, hiring and promoting staff and providing equity training to individuals without regard to race, creed, ethnicity, gender, sexual orientation, marital status, national origin, age, or physical ability. Women, underrepresented minorities, people with disabilities and veterans are strongly encouraged to apply*