



**Position Title:** Operations Intern

**Start Date:** November 1, 2023

**About the Organization:** Heterodox Academy (HxA) is a non-partisan, non-profit organization that advances the principles of values of open inquiry, viewpoint diversity, and constructive disagreement to improve higher education and academic research.

With a growing membership of over 6,000 professors, administrators, and graduate students, HxA helps colleges and universities live up to their highest ideals — and resist the destructive temptations of groupthink and tribalism.

Working for change in higher education, we communicate and engage with faculty, students, administrators, philanthropists, journalists, and the general public; develop research, tools, trainings, and events; and facilitate online and on-campus communities.

**Position Summary:** HxA seeks an organized, energetic, versatile, and welcoming Operations Intern to provide in-person support to colleagues and guests at our office in midtown Manhattan, New York City; to coordinate services, payments, and shipments in support of in-person colleagues and members around the world; and to assist with executive scheduling and administrative tasks. Reporting to the Operations Manager and collaborating with leaders and staff across the organization, this role is central to the success of a fast-growing organization and has the potential for career growth.

This position is wide-ranging, flexible, and collaborative. HxA understands that not every candidate will be equally skilled or experienced in every area. If you feel qualified for the role, but your skills and experience are not a 100% fit for every detail below, we encourage you to apply anyway!

### **Specific duties include:**

#### **Operational Support**

- Working closely with the Operations Manager, manage and maintain internal systems that enable other team members to perform and succeed in their daily activities.
- Manage relationships with external vendors providing operational services.
- Monitor general HxA inboxes.
- Support administration of in-person and off-site events.
- Other duties as assigned.

#### **Office Support**

- Serve as on-site office staff, two days per week, at HxA's midtown office.
- Welcome visitors, guests, and donors with warmth and hospitality.
- Maintain HxA's NYC office, including inventory, restocking and ordering supplies, and receiving packages.
- Serve as the main point of contact for office staff and guests, including visiting academic scholars ("Fellows") working at HxA's Center for Academic Pluralism.
- Support Fellows with administrative and office needs.



### **Financial Management**

- Manage day-to-day financial tasks.
- Perform tasks for monthly reconciliation such as tracking receipts, invoices, Amazon sales, and more.
- Process payment and reimbursement requests from HxA staff, guests, featured speakers, and members, including the volunteer leaders of 36+ Campus Community groups.
- Engage with vendors and contractors to receive and process invoices in a timely fashion.
- Communicate with HxA accountants and financial consultants as needed.

Other duties as assigned by the Operations Manager.

### **Required Qualifications:**

- Excellent written and verbal communication skills; excellent interpersonal skills including the ability to communicate with a wide range of people from a wide range of personal and professional backgrounds;
- Exceptional time management and project management skills with the ability to meet goals and deadlines while prioritizing amongst multiple, competing responsibilities;
- Service-oriented team player; consistently displays a positive “can-do” attitude;
- Keen attention to detail;
- Exceptional problem-solving skills;
- Ability to prioritize tasks that may be delegated simultaneously by the Operations Manager;
- Demonstrates a sense of urgency when given new responsibilities and tasks;
- Welcoming personality and good customer service;
- Ability to exercise good judgment and thoughtful decision making;
- Demonstrated fluency with the Microsoft Office Suite, Google Suite for Business, Salesforce (or similar database); familiarity with Asana.
- Familiarity with office equipment, including strong facilities with computers, computer software, and online business management tools;

**Knowledge, Skills, and Dispositions:** You would be a good fit for our team if the following attributes describe you:

- **Team player.** We are a small team that values collaboration, supporting each other, and engaging with each other. You enjoy being a team player, display a positive and optimistic attitude, have the ability to recognize and celebrate wins of all sizes, are open to constructive and supportive feedback, and demonstrate a commitment to consistently improving both your own performance and that of your team.
- **Political tolerance and flexibility.** We don't care what your politics are, but you must be able to respect and advocate for the inclusion of diverse people with diverse perspectives, including progressive, conservative, and libertarian ideas and scholars.
- **Excellent organizational and process skills,** including the ability to effectively track the status of ongoing projects and find needed documents and information quickly. Ability to take direction, receive feedback and constructive criticism, and share constructive feedback with colleagues. Ability to independently organize, plan, prioritize, and carry out responsibilities, establish processes for self and others, and to finish tasks by established deadlines.
- **Excellent interpersonal skills,** including personal integrity, professionalism, empathy, resourcefulness, partnership, tact, proactive communication, willingness to seek and receive feedback, and a commitment to high standards of work quality and maintaining confidentiality.



- **Excellent flexibility and adaptability.** By the very nature of our work and the ever-changing landscape of higher-ed, our team must be able to be flexible and adaptable as the world, and our work, changes.
- **Persistent and creative problem-solver and opportunity-seeker.** The willingness/ability to anticipate problems, seek out information, and show persistence in finding solutions. We are a young organization with incredible potential to create positive change on college campuses. We seek an entrepreneurial colleague who can help us realize our potential.
- **Excellent oral and written communication skills.** Demonstrated ability to write clearly and powerfully; to communicate internally with your colleagues, and the world writ large; to edit and proofread for correct spelling and grammar; and to ensure high-quality, high-impact outputs.

**Reports To:** Operations Manager

**Direct Reports:** None

**Location:** In-person (two days per week) in HxA's NYC office

**Position Type:** Regular, part-time, non-exempt

This part-time, at-will position has a target starting date of November 1. Occasional evening or weekend hours may be needed to support special events, programs, or in unusual circumstances. While HxA offers a flexible work schedule, part-time employees are still expected to work 20 hours per week.

**Salary:** The expected salary range for this position is \$20 per hour worked.

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To apply for this position, please submit 1) a current resume and 2) a cover letter describing your qualifications for this specific job. Applications without a customized cover letter will not be accepted. We review all applications, but we regret that we are not able to reply to every applicant.