



**Position Title:** Operations Manager

**Start Date:** October 3, 2022

**About the Organization:** Heterodox Academy (HxA) is a non-partisan, non-profit organization that promotes the values of open inquiry, viewpoint diversity, and constructive disagreement in institutions of higher learning.

With a growing membership of more than 5,000 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.

We communicate about our values to diverse audiences including faculty, students, administrators, philanthropists, journalists, and the general public; develop research, tools, trainings, and events; and facilitate online and on-campus communities.

**Position Summary:** The New York City-based Operations Manager at Heterodox Academy is a highly organized individual that collaborates across teams. The Operations Manager is responsible for all aspects of organizational well-being, including day-to-day operations, financials, and human resources. With a high emotional intelligence, this individual should be viewed as a thought partner for the Leadership Team, as well as a resource and advocate for every employee.

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 and Organizational Well-being**

- Establish and manage business processes that enable other team members to perform and succeed in their daily activities, including by ensuring work honors resource realities (e.g., budget, time, capacity); ensure team members have the tools and resources required to effectively and efficiently reach their goals.
- Manage and enforce organization policies, documents, and standards, ensuring legislative regulations and compliance requirements are followed including cooperating with Trinet PEO as needed for state and employment law compliance.
- Manage relationships with and responsibilities of external vendors that provide HR, IT, accounting, website, Salesforce, and other operational support.
- Manage new contractual agreements and renewals with all vendors and contractors, including grant related agreements, by negotiating the terms and coordinating signatures.
- Coordinate facilities and related needs such as office space, storage unit, mailbox, technology, supplies, registered addresses, and software.
- Manage employee accounts such as Google Suite, Dropbox, 1Password, Zoom, Canva, Adobe, Microsoft Suite, Asana, and more.
- Manage the dashboard for established metrics; identify where support is needed to meet organizational goals.
- Maintain the Salesforce CRM by ensuring data hygiene and process adherence by staff.



- Oversee and implement changes and additions to the website via WordPress as needed.
- Manage the general HxA inboxes.
- Other duties as assigned.

### **Financial Management**

- Manage day-to-day financials.
  - Monitor banking and act as a banking signatory on company accounts.
  - Perform tasks for monthly reconciliation such as tracking receipts, invoices, Amazon sales, donations, and more.
  - Engage with vendors and contractors to receive and process invoices in a timely fashion.
  - Participate in the annual audit, working with an external auditing firm, including providing documents, records, and other substantiations.
  - Communicate with the contracted accountants as needed.
- Work hand-in-hand with the Development Team to process contributions
  - Deposit checks received in the mail in a timely manner.
  - Process Stripe donations weekly, and in-kind donations as needed.
  - Complete daily deposit logs listing all deposits to company bank accounts.

### **Human Resources**

- Oversee the full life-cycle employment processes including:
  - Manage the hiring, recruitment, and onboarding processes of new employees.
  - Draw up employee agreements and onboarding plans, as well as paperwork for existing employees related to raises, bonuses, job description changes, performance improvement plans, etc.
  - Encourage annual professional development for each employee.
  - Manage the offboarding process for terminated/departing employees.
- Support individuals on Team HxA as needed or directed, remaining sensitive to personal matters and reporting obligations
- Support key executives with personnel decisions as needed by acting as a confidential and trusted resource.
- Monitor company culture and employee morale, ensuring it is aligned with organizational and strategic goals; escalate as needed
- Manage the HRIS system by processing payroll, managing benefits and tracking accrued benefits, collecting and organizing staff files, and more.
- Other duties as assigned.

Other duties as assigned by Management.

### **Required Qualifications:**

- Bachelor's degree strongly preferred, although an equivalent combination of education, training and experience that provides the required knowledge, skills, and abilities will be considered;
- HR certification (e.g. SHRM, PHR) preferred
- At least 3 years of related operations experience required
- 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 exercise good judgement and thoughtful decision making;
- Demonstrated fluency with the Microsoft Office Suite, Google Suite for Business, Salesforce (or similar database); familiarity with Asana, Monday.com,
- Familiarity with office equipment, including strong facilities with computers, computer software, and online business management tools;
- Prior work in the academic world and/or a non-profit organization a plus.

**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:** Executive Director

**Direct Reports:** Salesforce Administrator

**Location:** fully remote but based in New York City

**Position Type:** Regular, full-time, exempt



This full-time, at-will position has a target starting date of October 3, 2022. HxA benefits from a geographically diverse staff working across different time zones. HxA employees should be available (depending on time zone location, as applicable) between 11am-4pm Eastern Time during the regular work week (Monday-Friday). Employees should also be available for standing meetings that may fall outside of these hours. Aside from being available during the main hours listed above and for standing meetings, HxA staff may work any other hours that are appropriate for the professional norms of their job duties, and convenient for their personal needs.

Occasional evening or weekend hours may be needed to support special events, programs, or in unusual circumstances. While HxA offers a flexible work schedule, full-time employees are still expected to work 40 hours per week.

**Salary and Benefits:** Salary starts at \$80,000.

HxA also provides strong benefits, including:

- Medical, dental, vision, life and disability insurances;
- A significant health insurance contribution for employees and their families;
- A retirement plan with company matching;
- Additional tax-deferred savings opportunities, such as pre-tax deductions and FSAs;
- Unlimited paid time off, provided the employee is in good standing;
- A demonstrated commitment to the ongoing training and development of each employee, supporting ongoing professional skills development.

---

To apply for this position, please submit a cover letter and resume to [Jobs@heterodoxacademy.org](mailto:Jobs@heterodoxacademy.org).