



# Program Operations Specialist

## MISSION STATEMENT:

To prepare rising young professionals and entrepreneurs for the workforce by providing access to industry specific coaching, mentoring, and sponsorship.

## ABOUT MISSION ACCOMPLISHED

- Mission Accomplished was incorporated in December 2012
- Mission Accomplished is a tax-exempt 501(c) 3 nonprofit organization
- Mission Accomplished is an organization committed to social, racial and economic justice in the workforce!

## POSITION SUMMARY:

The **Program Operations Specialist** will be responsible for overseeing all program logistics while working alongside the Program + Events Specialist and Institute Producer to co-deliver the Fashion Edition Institute and Construction + Design Institute. The **Program Operations Specialist** will ensure the team has all appropriate information, contacts, equipment and supplies to effectively execute quality, transformational programs.

## SUCCESS PROFILE OF THE PROGRAM OPERATIONS SPECIALIST:

The **Program Operations Specialist** is passionate about the mission and vision of our thriving organization, has experience managing the operations of a department, program or company and has a “whatever it takes” attitude to get the job done while creating the best possible experience for the Mission Accomplished team, partners, students and alumni.

The **Program Operations Specialist** will have a commitment to working alongside the team to manage the logistics of program planning and execution.

The **Program Operations Specialist** will have an extraordinary commitment to making a difference in the lives of our students and the communities we serve. This individual will enjoy providing technical assistance and mentorship to teens and young adults seeking to develop a professional brand and secure positions they are most passionate about.

The **Program Operations Specialist** must be a proactive, personable, detail-oriented and creative problem solver who enjoys working behind the scenes and begins all projects with the end in mind.

## RESEARCH RESPONSIBILITIES:

- Support the research and implementation of new technologies, systems and communication strategies
- Conduct industry trends research
- Conduct financial, program and operational research and reports

## STUDENT RECRUITMENT + SELECTION + RETENTION RESPONSIBILITIES:

- Provide support with student recruitment efforts, including research, direct outreach, and data tracking and analysis
- Manage external email accounts and communicate directly with potential applicants
- Provide resources, guidance and support to active student participants and engage with alumni



#### **GENERAL PROGRAM SUPPORT RESPONSIBILITIES:**

- Edit and compile materials for students and the team
- Anticipate and assist with the ordering of goods, supplies, equipment and services
- Assist with keeping documents organized and up to date
- Work in partnership with team members to keep the team and students organized
- Lead vendor recruitment, communication and retention
- Provide technical assistance for program and event planning and execution
- Participate in other projects and tasks as needed

#### **PROFESSIONAL EXPERIENCE + SKILLS:**

The ideal candidate will possess most of the following and be interested in and capable of quickly learning those skills and perspectives not currently in their knowledge and experience base. This position requires 3+ years' experience with the position responsibilities.

- Excellent attention to detail and organizational skills
- Research skills, including the ability to find relevant information and summarize it clearly and succinctly
- Exceptional critical thinking skills with a knack for sustaining and/or improving systems
- Flexibility and enthusiasm for problem solving; willing to do the tedious work to ensure project success
- A track record of taking initiative and going above and beyond expectations
- Flexibility and enthusiasm for taking on a variety of projects as they arise
- Ability to thrive in a fast-paced environment
- Interest in non-profit management as well as a commitment to social, racial and economic justice
- Experience in the fashion and/or construction industries is a plus, not required

#### **EDUCATION QUALIFICATIONS:**

- We have some flexibility here. The MA team is looking for a passionate operations and program development specialist who is seeking to help rising young professionals and entrepreneurs gain access to quality career and/or small business development mentorship and coaching and gain the confidence to pursue their career dreams unapologetically!

#### **TECHNOLOGY QUALIFICATIONS:**

- E-mail (for communicating)
- Google Docs, DropBox, and Podio or other project management software (for organizing tasks and information)
- Microsoft Word, PowerPoint and Excel and Content Management Systems
- Web, graphic design, photography and videography skills a plus

#### **COMPENSATION, BENEFITS, AND SCHEDULE:**

- \$21.63 @ 25 hours/week
- Schedule: 2 pm – 9 pm Monday, Tuesday and Thursday; 2 pm – 6 pm Friday
- Some weekends are expected.
- Health insurance reimbursement
- Cell phone stipend
- Mileage reimbursement

If you are interested in this position, complete the team member application at <https://podio.com/webforms/25083709/1846478>.