



## Program Operations Specialist (for Teen Institutes)

**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 established 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
- Our industries of focus are fashion, construction, beauty, mural painting and interior decoration

**POSITION SUMMARY:** The **Program Operations Specialist** will be responsible for overseeing all behind the scenes program logistics in order to support team members with focusing on developing and delivering programs.

This role requires someone who has a true passion for helping team members remain organized, plan proactively and have the operational support they need so they can focus on delivering quality, transformative learning experiences.

**SUCCESS PROFILE OF THE PROGRAM OPERATIONS SPECIALIST:** To be successful in this position you must have 3+ years of experience and are passionate about supporting the operations of a department, program or company. This person must have 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. To be most successful you must hold yourself to high expectations, be proactive, a detail-oriented and creative problem solver, and enjoy helping others win!

### RESEARCH RESPONSIBILITIES:

- Support the research and implementation of new technologies, systems and communication strategies
- Conduct industry trends research to assure we remain up to date on current trends within our focal industries
- Conduct student and alumni data tracking and analysis
- Conduct financial, program and operational research and reports
- Produce reports based on student, alumni, partner and event attendee survey results

### STUDENT RECRUITMENT + SELECTION + RETENTION RESPONSIBILITIES:

- Provide operational support to ensure effective, quality student recruitment efforts
- Provide operational support to ensure we retain students and alumni by developing and maintaining a directory
- Coordinate logistics with the Institute operations team to ensure the best learner experience both in-person and online

### GENERAL PROGRAM OPERATIONS 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
- Secure sponsorship for meals
- Provide technical assistance for program and event planning and execution
- Assist with reviewing and updating the programs schedules



- Assist with the technology, clean up, set up, and the behind the scenes duties for programming
- Assist the team, students and alumni with technology needs such as the utilization of Google Suite products, etc.
- Participate in overnight experiences 4-6 times per year (i.e. college tours, conferences, etc.)
- Collaborate with team members from other programs to ensure streamlined operations across the organization
- Participate in other projects and tasks as needed

#### **BENEFITS OF WORKING WITH US:**

- You will use your current talents and passion within your day-to-day work
- You will work with a team of incredibly talented and creative professionals
- Enhance your understanding of the fashion, construction, and arts industries
- You may have an opportunity to meet local VIP's
- You will be a part of helping people enhance their socioeconomic status
- You will gain expertise that will last the duration of your career

#### **REQUIRED EXPERIENCE + SKILLS:**

The ideal candidate will possess most of the following and be interested in and capable of quickly learning skills and perspectives not currently in your knowledge and experience base:

- 3+ years of experience supporting the behind the scenes logistics of educational programs and/or events
- 3+ years of experience conducting research and data analysis
- 3+ years of experience with managing vendors for an events and/or programs
- 3+ years of experience organizing and completing time sensitive tasks in an efficient way
- 3+ years of experience in the construction, mural painting, interior decoration, fashion or beauty industry is a plus, not a requirement
- Strong, clean communication skills: written and verbal
- Experience and ease working with people from diverse backgrounds
- Passion for social, racial and economic justice
- Able to thrive in a fast paced, action-oriented environment
- The capacity to work independently and collaboratively
- Experience managing several tasks/projects concurrently

#### **EDUCATION QUALIFICATIONS:**

- We have some flexibility here. We are looking for passionate, entrepreneurial individuals who have experience, training and knowledge helping people identify and achieve their career and advanced education goals. We value lived experience as much as academic experience.

#### **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, not required

#### **PHYSICAL REQUIREMENTS:**

- Must be able to lift 30+ pound occasionally
- Frequent bending and reaching
- Must be able to sit for long periods of time
- Must be able to stand and walk frequently

#### **COMPENSATION + EMPLOYEE BENEFITS**

- Full Time position @ \$21.63 an hour



- Health insurance reimbursement
- Monthly cell phone stipend
- Mileage reimbursement
- Dinner 2 times per week while programs are operating
- Paid on the job training and ongoing professional development
- Paid time off, sick and vacation time

**SCHEDULE:**

- Monday - Thursday: 11:30 am – 8:30 pm
- Friday: 9am - 3pm
- Some earlier days and weekends; at least 1 Saturday or Sunday per month to engage in community activities.

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