



Operations Associate

ORGANIZATIONAL OVERVIEW

About Us and Our Philosophy

Breakthrough Greater Boston (BTGB) is a transformative college access and teacher training program. BTGB offers six years of academic enrichment and college preparation to middle school and high school students with high potential but limited opportunities. Simultaneously, BTGB recruits, trains and inspires a diverse cohort of high achieving college students to become the next generation of urban teachers. Leveraging a Students Teaching Students model, BTGB provides engaging, tuition-free academic programming during the summer and after school. Our students gain the skills and motivation to succeed in rigorous high school courses and, ultimately, in college. Meanwhile, our teachers gain hands-on experience, research-based training and coaching from professional educators.

Over the past eight years, 97% of our graduating students have matriculated to college, and 82% of them have persisted through their undergraduate years. On average, more than 70% of our graduating teachers have gone on to pursue careers in education. After two decades of success at our original Cambridge site, BTGB embarked upon a significant program expansion and opened a second site in Boston in the summer of 2013 and a third site in Somerville in 2018. As an independent 501c3 nonprofit, Breakthrough Greater Boston is part of The Breakthrough Collaborative, a national educational movement working to improve educational outcomes for youth across 25 U.S. cities.

With a deep commitment to our mission, BTGB operates with the highest standards of integrity and best practices, while also enjoying the ability to be innovative and flexible to meet the evolving needs of our students, families and teachers. Our team is diverse, high-performing and dedicated. We continue to build an organizational culture that emphasizes our core values for every member of our community:

- **Spirit:** We cherish and embody the youthful energy and spirit of our students and teachers
- **Continual Learning:** Everyone in our community has something to learn and something to teach
- **Team Together:** We all chip in to accomplish whatever is needed for our teammates and the broader organization
- **Student Centered:** Our students are our first priority and our decisions center around what benefits our students
- **Equity and Opportunity:** We value diversity of identity, background and thought. We treat everyone with dignity and respect
- **Excellence in Everything:** We maintain high expectations for ourselves

Breakthrough Greater Boston encourages individuals of all backgrounds to apply for this position, and we do not discriminate on any basis prohibited by applicable law. We celebrate the diversity of our world and our community, and we seek to build a team that reflects that diversity in every way. We welcome and encourage all qualified applicants who share that same vision, as we wish to engage all those who can contribute to our work and this mission.

THE OPPORTUNITY

Breakthrough Greater Boston is currently seeking a highly motivated and talented Operations Associate (OA) to support smooth day-to-day administration and office management, including the coordination of essential systems and functions within finance, human resources, technology, facilities, and program operations. The OA will have a primary area of focus, preferably within program management, while also support all areas of operations. The OA reports directly to the Managing Director of Operations (MDO), and is part of a three-person operations team, and works closely with the Management Team and program staff.

YOUR CONTRIBUTION

In this exciting role you will be responsible for a variety of operational responsibilities including:

Operations and Office Management

- Provide administrative and operational support, including to individual leadership team members, to ensure the organization runs smoothly
- Ensure general office upkeep across multiple offices, including maintenance of office equipment, placing work orders, and purchasing office supplies
- Greet guests, respond to phone and email inquiries, and collect and distribute mail
- Work with vendors to ensure complete orders and timely service
- Oversee the organization and inventorying of, as well as retention policies for, files and supplies

Program Operations

- Provide operational support to Program Team to support all middle school and high school programming
- Oversee supply management including processing purchase order, maintaining inventories, and distributing supplies across multiple campuses
- Coordinate transportation services for all campuses, in collaboration with the student services and high school teams
- Coordinate nutrition services for all campuses, including purchasing snacks and maintaining school and district nutrition partnerships
- Manage technology at each campus in support of middle and high school programming

Day-to-day financial management

- Process accounts payable, credit card transactions, and employee reimbursements, in coordination with MDO, Director of Operations (DO), and external bookkeepers
- Support with month close procedures
- Support the annual audit and provide financial materials to external auditors
- Support MDO in the budget planning process

Human Resources

- Support DO and hiring managers with HR administration including job postings and applicant processing
- Process new hire paperwork and payroll, as well provide supports for onboarding processes

Technology

- Ensure appropriate maintenance of all technology and serve as liaison to all technology support professionals
- Support staff and students with their technology needs

YOUR BACKGROUND AND QUALIFICATIONS

As the incoming Operations Associate, you will possess many, though perhaps not all, of the following characteristics and qualifications:

- Up to two years of experience with operations or nonprofit administration, preferably in a school or education setting
- An unwavering commitment to equity, in deepening your personal understanding and in advancing our collective work
- Strong organization and project management skills
- Ability to work on multiple projects, adjust quickly to shifting priorities, meet deadlines, exercise good judgment and handle high-pressure situations
- Ability to communicate, written and verbal, effectively with a variety of audiences
- Team player who demonstrates a positive attitude, sense of humor, energy, entrepreneurial spirit and dedication to collaboration
- Flexibility that allows for periodic work on Saturdays and evenings
- Candidates of color and those from low-income backgrounds are strongly encouraged to apply as are those with fluency in Spanish, Portuguese, Haitian Creole, Amharic, Somali, Arabic, Bengali, Hindi, Tigrinya or Urdu

COMPENSATION

Breakthrough Greater Boston offers a competitive compensation package and is deeply committed to pay equity and transparency. The salary range for this position is **\$45,050-60,950**; Breakthrough Greater Boston makes an offer based on relevant years of experience and does not negotiate salaries.

HOW TO JOIN OUR TEAM

If you are interested in learning more about how your passion and experience can help Breakthrough meet its mission and grow its impact, please email a resume with a **thoughtful and targeted cover letter**, outlining how your skills and experience meet the qualifications of the position and stating how you heard about this opportunity and addressed to Jennifer Stange, Managing Director of Operations, at jobs@btgbmail.org.

Applications will be reviewed on a rolling basis. Learn more about Breakthrough Greater Boston at breakthroughgreaterboston.org.