



## Now Hiring: Operations Coordinator

**START DATE: as soon as possible**

**Public Impact is a national education management consulting firm** based in Chapel Hill, N.C. Our mission is to improve education dramatically for all students, especially low-income students, students of color, and other students whose needs historically have not been well met.

We are a team of professionals from many backgrounds, including former teachers. We conduct research to understand what leads to better outcomes, and we develop and implement innovative solutions to create dramatic improvements for children. We apply our research and solutions by advising leading philanthropists, designing and implementing new initiatives in partnership with public schools and districts, and advising other change agents in education. We partner with teachers and other leaders to implement changes that will help the students they serve. See all of our work at [publicimpact.com](http://publicimpact.com) and [www.opportunityculture.org](http://www.opportunityculture.org)

**ROLE:** We are currently hiring for an Operations Coordinator for our Opportunity Culture team. This position will directly support assigned vice-presidents of Opportunity Culture implementation and will provide technical support of remote (and later, remote and in-person) delivery of meetings, trainings and school and district design sessions, including:

- Providing friendly, calm service during all of below, in collaboration with Public Impact team members
- Managing in-person and remote meeting technology and logistics; includes sending meeting reminders
- Managing Zoom during virtual trainings and meetings, including breakout rooms, chat monitoring, and other customer-service-oriented activities to allow participants and facilitators focus on the content of these sessions
- Providing technical assistance when facilitators or participants have difficulties: using Zoom, using Public Impact's School Excellence Portal online platform, and with internet connectivity (e.g., helping them use phones for hotspots, solve home internet issues, fix speaker and microphone issues), and other as needed
- Preparing and sending materials, by paper or internet, to participants, as guided by PI project teams
- Recording key decisions in meetings and ensuring follow-up, as guided by PI project teams and vice-presidents
- Providing other supports, as needed, for optimal functioning of Opportunity Culture leaders and team

### QUALIFICATIONS:

- Strong customer service orientation: demonstrably delights in helping others succeed and feel good while doing challenging work
- Excellent organizational skills
- Attention to details and ability to work on multiple projects simultaneously
- Prior knowledge of Zoom or similar platforms (and willingness and ability to learn Zoom technical detail very rapidly)
- Prior knowledge of internet connection methods, snafus and solutions; and of personal computer/laptop speaker, microphone and video issues and solutions
- Demonstrated commitment to completion of tasks well on a timely basis, without reminder
- Ability to communicate clearly and concisely, both orally and in writing
- Problem-solver with an eye to making systems more efficient and user-friendly
- Ability to take initiative, multitask, and remain calm under pressure (e.g., during technology glitches and other unexpected challenges)
- Flexible, resourceful, and good-humored in a fast-paced, results-oriented culture
- Able to interact with varied personalities and management styles in a courteous, friendly manner
- Eager to give and receive feedback to produce outstanding work

**LOCATION:** Work from a combination of home and Chapel Hill, N.C area office. Our team is working remotely/from home until COVID-19 trends significantly improve or there is a vaccine.

**PAY:** Competitive with entry-level administrative positions; very generous benefits for time off, health insurance, plus retirement.

**Please submit PI employment application, cover letter, resume and 3 references to:** [hiring@publicimpact.com](mailto:hiring@publicimpact.com) or mail to Hiring, Public Impact, 405A E. Main Street, Carrboro, NC 27510.

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