



Operations and Communications Manager

Location: Remote | Start Date: Fall 2021

Who We Are at Leading Elephants

[Leading Elephants](#) is a boutique consulting firm dedicated to creating human-centered workplaces. We help education and other social-impact organizations work more effectively and flourish together so they can better achieve their missions. Our support focuses at the intersection of four domains: Leadership, Inclusive Change and Thriving Team/Organizational Cultures - all with a bedrock of Equity, Diversity and Inclusion (EDI).

To achieve impact for our clients, we integrate team facilitation, 1:1 executive coaching, training and deeper organizational consulting. Our work infuses frameworks on Creative Leadership - a way of being that is values-driven, heart-centered, and intentional - to bring transformational change, connection, and deep fulfillment into the workplace. Our extended facilitation and consulting engagements often support organizations who are undertaking an organizational change, experiencing team tensions or cultivating a stronger central office/field partnership. We also offer public programs to bring access and momentum to these signature concepts throughout the sector.

Because our vision is a world with workplaces where *all* people can flourish, we are deeply engaged in integrating equity into the work. Through programs, coaching, and [partnerships](#) we seek to [build cultural competency](#), [infuse equity in everyday leadership practices](#), and support the healing of team cultures where racial tensions undermine trust. We continue to strive to be stronger leaders for antiracism ourselves, and hope that our Operations and Communications Manager will be equally passionate as we grow and learn from one another.

What We Hope for the Operations and Communications Manager Role

The Operations Manager provides essential support to marketing, events, customer service, and operations at Leading Elephants. If you are seeking to put your organizational, social media and project management skills to use in a heart-centered, leadership development space, we are optimistic you will find this to be an exciting opportunity. In this role, you will support several leadership training series (including topics such as antiracism, leading inclusive change, etc), operate our marketing engine, run the essential operational and processes for the business, and lead other ad hoc projects to help us systemize our growing business. This is a full-time, remote position.

The Responsibilities of the Operations and Communications Manager Role

We know the magic behind operations isn't just checking the boxes. It comes in spotting the evolving needs of a team, and developing solutions. We are looking for someone that will seek to take the "lift" of the work and take pride in helping a team meet their big goals. In this role you will:

Event Logistics, Registration, and Customer Support

- Provide live technical support during virtual Zoom trainings
- Configure registration systems on our website and manage registration processes and wait lists
- Maintain virtual learning platforms such as Google Sites and Padlet for participant learning

- Provide customer support to potential and registered attendees

Marketing and Content Creation

- Design the visuals and layouts for social media, presentations, and email campaigns
- Publish periodic Leading Elephants blogs and newsletters on our website and via email
- Update website content to showcase upcoming events or new resources
- Implement our Linked In social media strategy

Client and Proposal Support

- Create surveys and data summaries for our client diagnostics
- Conduct occasional research for client projects
- Support the coordination and scheduling of complex multi-member projects
- Support the development and systemization of client proposals

Finance and Operations

- Support the development of client and subcontractor contracts
- Manage our client billing and maintain our accounting systems
- Run payroll and benefits for our small team and our subcontractors

Internal Project Management (sample projects)

- Support the selection and partnership with long term marketing consultants
- Manage the transition of our website to a new platform
- Identity, transition, and manage our customer relationships management system
- Develop the tools for self-diagnostics and self-paced learning modules on core Leading Elephants content

What We Hope You'll Bring

We'd love to hear from you if you have 3+ years of full time working experience and you:

- Have a strong customer service orientation
 - You showcase warmth and customer-centeredness in all of your interactions
 - You are a clear, responsive communicator
 - You are able to manage sensitive and confidential conversations around racial equity and leadership challenges with openness
- Are technically proficient.
 - You are proficient in G-Suite products
 - You have some experience with basic web configuration (e.g., you've created a blog, developed a Google site, created an internal sharepoint site, etc.) and are a quick study for new platforms
 - Ideally you have exposure to some of the following: running Zoom meetings, Google Site creation, Wix website management, video editing, Mail Chimp email management, survey development, social media scheduler management, and Adobe Illustrator content creation
- Have a strong detail orientation and design aesthetic
 - You can catch the inconsistencies in a spreadsheet, an email campaign, or the formatting details of a website
 - You can create clean and beautiful documents and visuals aligned with the Leading Elephants visual brand

- Are organized and resourceful
 - You break projects down to discrete tasks
 - You have strong ways of managing many moving details
 - You are self directed and comfortable trying to problem solve on your own
 - You are comfortable participating in small team meetings where you will take away tasks to complete and also raise up questions that need input
- Share a commitment to the goals of Leading Elephants. In particular, you are comfortable being part of planning conversations and online communities of white leaders working on antiracism

Compensation

This role is a full time position with a baseline salary of \$60,000-\$65,000, depending on experience.

Living Our Values and our Commitment to Equity

At Leading Elephants, you'll find a place where we are learning, seeking to live our [values](#), and finding joy in helping others thrive. We love creating a team that has fun and prioritizes the things that are most important, and we hope you will find this to be a rewarding experience. We believe that great leadership takes head, heart, and backbone to make a difference. That special sauce is what we bring to our client engagements, but we also seek to infuse that into our own sense of team.

We believe that [Leading with Equity](#) is at the heart of human-centered leadership and aspire to embrace it in all the work we do. We seek to partner with organizations to promote more inclusive, regenerative, and liberatory organizations. And we seek to create a workplace where that is embodied in our everyday experience. We look forward to learning from your unique perspectives and to continue our own development to be strong, more equitable leaders.

As an equal opportunity employer, we hire without consideration to race, religion, creed, color, national origin, age, gender, sexual orientation, marital status, veteran status, disability, or any other category protected by applicable law.

How to Apply

Please send your resume and cover letter to hello+ops_recruiting@leadingelephants.com