apex evaluation that works

OPERATIONS MANAGER

POSITION DESCRIPTION

The Operations Manager provides a wide range of support across the organization, with a focus on aspects that contribute to successful projects: project management, process improvement, reporting, and administrative support. This position will be a key role in implementing new initiatives, including the New Mexico School Nursing Data Hub. The Operations Manager is a member of the Apex Administration team and oversees the project support team and provides mentorship and support to team members.

PRIMARY OBJECTIVES

This position is a cross-departmental, internal- and external- facing member of the Technology and Operations team and reports to the Chief Operations Officer. This position supports multiple projects and receives tasks from multiple sources, including internal and external stakeholders. This position serves as direct supervisor to project support staff.

- Support assigned project teams by providing project management - including serving as project lead - communicating with internal and external team members while maintaining transparency and accountability by regularly updating information in online project management software.

- Support continuous process improvement by maintaining process documentation, identifying gaps in process development and making recommendations for process improvement.

- Provide friendly and efficient community engagement and customer support, including meticulous follow-through and attention to detail.

- Provide management, mentorship, and direct supervision of project support staff, including oversight of workload and accountability for task completion.

- Provide administrative and technical project support for project teams and COO.

- Serve as a member of the Apex Administration team, providing updates on priorities, progress, and challenges and serving as leader for the project support team.

MAJOR AREAS OF RESPONSIBILITY & SPECIFIC RESPONSIBILITIES

1. Project Management

   a. Serve as project lead for assigned projects which includes coordination with partners to align goals, deliverables, and workflow for project success

   b. Maintain communication between the project team, partner, and cross-functional teams

   c. Create and maintain comprehensive project documentation, plans, and reports

   d. Coordinate with team members to keep workflow for projects on track, including assigning tasks to team members

2. Process Improvement

   a. Develop documentation for processes, including identifying key tasks for project support team members

   b. Analyze, identify and propose refinements to processes for continuous process improvement

3. Community Engagement and Customer Support

   a. Nurture relationships with school staff to recruit, engage, and onboard schools to Apex product(s)

   b. Support and configure user accounts for managed Apex resources

   c. Address support requests and update tickets in project management software

   d. Assist with administrative upkeep of Apex's proprietary system

4. Manage Project Support Team

   a. Oversee workload for project support team - using online project management software, and support accountability processes for team

   b. Conduct regular check-in meetings with direct reports

5. Administrative Support

   a. Create project presentation and report materials

   b. Coordinate meetings with internal and external partners

   c. Utilize Asana project management software to track progress and tasks

   d. Provide support to COO, as needed

SKILLS & COMPETENCIES

- Familiar and proficient in a variety of project management tools, techniques, methodologies, and software

- Diplomatically establishes and maintains positive, professional interpersonal relationships through a variety of communication mediums

- Enthusiastically engages in a partner-facing role while tailoring experiences to partners' unique and specific needs

- Troubleshoots and resolves incidents while ensuring partner satisfaction

- Monitors systems to preemptively resolve any issues that may occur

- Possesses detail-oriented planning skills from the strategic to the tactical, ensuring smooth operations

- Develops and maintains positive interpersonal relationships with stakeholders for various projects

- Motivates and maintains team dynamic, including support for individual professional growth

EXPERIENCE

Candidates should possess sufficient training to use the necessary software programs to execute the areas of responsibility and specific tasks listed above. This training would most likely come from a bachelor's or master's degree in business administration or a related field, or in some cases it could come from stand-alone online courses.

Candidates must have experience executing the areas of responsibility and specific tasks listed above. This experience can come from class assignments, volunteer opportunities or on-the-job experiences. The ideal candidate will have experience executing these tasks in multiple projects or settings. The ideal candidate will have experience managing multiple staff and projects concurrently, in multiple settings.

CORE VALUES

Our core values shape our approach to our colleagues and partners. These values are learning, collaboration, excellence, equity, innovation, and leadership. Apex employees are expected to practice kindness and optimism; curious intelligence; work ethic; empathy; self-awareness; and integrity. Systems thinking is a part of our culture, which approaches problems using distinctions, systems, relationships, and perspectives (DSRP). This method of thinking is central

to the way we approach our work at Apex. Knowledge of systems thinking is not a prerequisite for hire, and employees will receive ongoing training in this method of problem-solving.

Apex Evaluation is an active Equal Employment Opportunity Employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. All employment decisions shall be made without regard to age, race, creed, color, religion, sex, national origin, ancestry, disability status, veteran status, sexual orientation, gender identity or expression, or genetics.

COMPENSATION & BENEFITS

- Salary begins at $80,000 per year

- Apex practices a four-day, 32 hour work week as full-time status.

- Vacation and holiday paid time off (PTO) are included.

- Other benefits available after a 60-day wait period include enrollment in a Simple IRA retirement plan with matching percentage contributions from the company, as well as health insurance options. Questions regarding eligibility may be directed to careers@apexeval.org.

LOCATION

Apex Evaluation is a fully remote organization based in Albuquerque, NM.

CONTACT US

Complete the Apex employment application form by December 8, 2022 for best consideration. Questions regarding this position may be directed to careers@apexeval.org.

Candidates should prepare to participate in two rounds of virtual interviews. Interviews will include the role's immediate supervisor as well as additional Apex staff. Interviews are currently slated for January 2023. After initial application, most candidates can expect a decision within a month on whether Apex will advance their candidacy to an interview. Decision time frames will be discussed in further detail during a candidate's first interview.