



## Program Operations Lead

Part-Time | Avg. 20–25 Hours per Week | W-2 Employee

Reports to: Founder (Bridget Y. Samuel)

Works closely with: Learning Lead, Capacity Coaches, SMEs/Facilitators

Status: Part-Time \$42–\$45/hour, Requires consistent weekday availability during standard business hours.

Designed Workload: Averages 20–25 hours per week (scaling with cohort activity)

### About VESTEDin™

VESTEDin™ Consulting Group, LLC is a human-centered organizational development firm that strengthens nonprofit organizations as systems—not just individual leaders. Our work focuses on long-term organizational capacity through structured cohorts, learning journeys, and capacity coaching grounded in our [STEMS Framework and SEEDS Developmental Model](#).

We operate across three interconnected levels –**Individual leaders, Cohort learning communities, and Organizational systems**. This role sits at the intersection of program delivery and internal infrastructure—ensuring programs and internal systems operate with clarity, care, discernment, and discipline.

### Position Overview

This role is a program operations leadership role designed to own coordination, sequencing, and execution across all cohorts. The primary function is to ensure programs run smoothly, deadlines are met, and systems operate reliably—removing the Founder as the coordination hub.

- Exercise independent judgment within defined guardrails
- Identify patterns and surface risks early
- Translate vision into executable systems
- Maintain disciplined follow-through
- Independently diagnose operational issues and present recommended solutions before escalation

### Core Responsibilities

#### I. Program & Cohort Operations

#### Cohort Logistics & Infrastructure

- Coordinate logistics for multiple concurrent cohorts
- Create and manage Zoom or Google Meet links for learning sessions, CMGs, coaching sessions, and team meetings
- Own and maintain the master calendar across all cohorts, internal deadlines, and funder deliverables
- Send session reminders and follow-ups using approved templates
- Track attendance, participation, and completion metrics
- Ensure all sessions, meetings, and deliverables are scheduled with appropriate lead time
- Maintain updated participant rosters
- Upload recordings and materials using consistent file-naming and permissions

#### Coach Coordination & Coverage

- Coordinate coach scheduling and assignments
- Support backup coverage (pod structure)



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- Ensure continuity when coaches are unavailable

### Internal Coordination & Execution

- Track action items and dependencies from team meetings
- Support clean transitions between learning → coaching → CMG
- Clarify ambiguous instructions before execution
- Escalate decisions appropriately

### Data Tracking, Reporting & Insight Development

- Maintain accurate internal dashboards (sessions, coaching hours, participation)
- Compile inputs and maintain structured data for reports
- Support report preparation using templates and AI-generated drafts (not primary author)
- Distinguish clearly between data, interpretation, and narrative
- Surface trends that may require strategic attention
- Leverage AI tools (e.g., Fireflies, ChatGPT) to streamline documentation and reporting workflows

### Systems Management & Improvement

- Maintain trackers, templates, and SOPs
- Identify inefficiencies and recommend practical improvements
- Support operational scaling without unnecessary duplication

### Brand & Communication Stewardship

- Ensure materials, templates, communications, and internal documents reflect VESTEDin™'s voice, tone, and visual standards
- Maintain consistency in naming conventions, file structures, and program language across cohorts
- Flag inconsistencies in messaging, formatting, or representation of VESTEDin™ frameworks
- Support clarity and coherence in outward-facing materials (reports, participant communications, program documentation)

### Technology Stewardship

- Maintain system of record (Notion/Workspace/Other) as the single source of truth
- Ensure all trackers, templates, and SOPs are current and consistently used

## II. Deliverables & Deadline Management

- Track all program deliverables across cohorts
- Maintain visibility on what is due, when, and by whom
- Ensure timely completion across team members
- Proactively identify risks to timelines and adjust plans before escalation

### Workload Design & Sustainability Expectations

This is compensated at \$42-\$45/hour, depending on experience. The position is designed to average approximately 20 to 25 hours per week across the year, recognizing:

- Some months may average closer to 20 hours per week
- Cohort launch and reporting seasons will reach up to 30 hours per week



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VESTEDin™ prioritizes long-term sustainability. Consistent overextension is not viewed as commitment—it is a structural signal requiring adjustment.

### Performance & Review Structure

This position includes formal 90-day and 6-month reviews to ensure continued alignment, sustainability, and impact. Evaluation will focus on operational reliability; the quality of independent judgment exercised within defined role boundaries; a measurable reduction in Founder's operational load; consistency and thoroughness in coaching documentation; timely risk identification and proactive escalation; and a strategic contribution appropriate to the scope of the role. Any growth in scope, title, or compensation will be based on demonstrated impact, sustained capacity, and the company's evolving needs.

### Required Skills & Experience

- Experience in program operations or nonprofit coordination
- Strong proficiency in Google Workspace
- Comfort with Zoom, Calendly, Mighty Networks, Fireflies, ToDoist, AI, and Automations
- Excellent documentation and written communication skills
- Ability to manage multiple workstreams with composure
- Willingness to seek expert support when technical complexity exceeds internal knowledge
- Demonstrated experience building and managing systems (not just coordinating tasks)

### Success Indicators (First 90 Days)

- The master calendar is accurate, complete, and trusted by the team
- Meetings consistently have agendas and documented follow-ups
- Deadlines are met without Founder intervention
- Communication becomes structured and predictable
- Program operations run smoothly with minimal last-minute issues

### Personal Attributes That Matter

- Grounded and reliable
- Exercises sound professional judgment
- Leads through infrastructure, coordination, and follow-through
- Takes ownership within defined guardrails (non-negotiable)
- Speaks up respectfully when misalignment appears
- Values sustainability

### What this Role Does NOT Do

- Does not provide capacity coaching
- Does not design the curriculum
- Does not own evaluation analysis or synthesis
- Does not make strategic decisions

### Growth, Scaling & Success Participation

As VESTEDin™ grows and expands its cohort offerings and program reach, the organization intends to recognize and reward meaningful contributions to sustainable growth and operational excellence.



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This role is designed to strengthen internal capacity and enable responsible scaling. As programs expand, responsibilities may evolve to meet organizational needs, and the scope of roles may be adjusted accordingly.

While no specific incentive structure is guaranteed at this time, VESTEDin™ may, at its discretion, offer financial recognition tied to significant program expansion, successful cohort launches, measurable operational impact, or expanded responsibility.

Any such incentives or compensation adjustments will be determined based on overall organizational health, sustainability, and role scope at the time of review.

### Availability & Collaboration Expectations

This role requires meaningful availability during standard weekday business hours to support real-time coordination and collaborative workflow. While hours are flexible, most work must occur during regular business hours. This position is not designed to be performed primarily during evenings or weekends.

### Application

We do not review resumes for this role. To be considered, you must complete this [application](#) in full.

VESTEDin™ is a human-centered organization. Agency, dignity, strategic thinking, and good judgment matter here—alongside accountability, follow-through, and respect for role clarity.