



OPERATIONS AND PROGRAM MANAGER JOB DESCRIPTION

Overview

Opportunity Lab is a strategy consulting firm focused on growth through conscious business. We believe that the only way that businesses can grow sustainably is when their strategy is centered around caring deeply about their customers, employees, and the communities they serve. We work with our clients to co-create resilient, inclusive strategies that result in Cultures of Opportunity: where the business can grow in any economy.

COVID-19 and its surrounding challenges have created a significant demand for businesses to act far more consciously and collaboratively, and Opportunity Lab is uniquely poised to scale its practice to meet this demand. We are looking for a conscious, passionate, and experienced Operations and Program Manager to help us implement our immediate goals and prepare for rapid scaling of our product and client base.

Opportunity Lab has worked with leaders from Google, Apple, JPMorgan Chase, General Electric, Goldman Sachs, Adorama, Feltsberg, The New York Times, Wharton School of Business, New York University, Columbia University, Stanford University, TerraCycle, NBC, Time Warner, and the United Nations.

About the Role

As the central operations and program employee, you would be the backbone of the team's functionality, communication, reach, and impact. The work is multi-faceted and exciting, with much room for growth, learning, and mentorship under Mark Monchek (Chief Opportunity Officer), Julian Chender (Director of Client Development) and Anna Staritsina (Chief Strategy Officer).



Key responsibilities and skills

- **Supporting Opportunity Lab with key operational/administrative tasks**, as well as ad hoc internal and external projects/initiatives. These can include, but are not limited to:
 - Calendar and CRM management
 - Office management, including purchasing office supplies and assisting with tech and software functionality (largely remote for 2021)
 - Completing reports and forms
 - Essential finance functions, such as invoicing, accounting, bill payment, and running regular payroll
 - Researching HR practices, procedures and compliance; updating Opportunity Lab Operations Manual.
- **Supporting, collaborating with, and learning from the Opportunity Lab leadership team** in professional tasks, including:
 - Managing orders of Mark's book through Amazon Advantage program
 - Research, light typing and copy editing of Mark's content and client reports
 - Marketing and Business Development support as needed
- **Program Management support in areas such as:**
 - Supporting content development, including research, analysis and editing
 - Coordinating with outside resource partners
 - Supporting clients in their use of Opportunity Lab programs and products
 - Career opportunity to take on some program rollout and facilitation in future



Qualities for success in the role

- Strong interest in conscious business and entrepreneurship
- Proactive and effective communicator both in writing and verbally
- Highly organized with the ability to manage one's own and others' workflows, priorities, and calendars
- Strong problem-solving skills, readiness to take initiative, and ability to navigate ambiguity
- Flexible: able to work in a fast-paced environment and adapt to change on short notice
- Willingness to learn and grow, i.e. curious
- Attention to detail
- Familiarity with finance related functions, such as invoicing, accounting, spreadsheet management, is a plus

Minimum qualifications

- Undergraduate degree
- 2-5 years of professional experience
- Proficient in Microsoft Word, Excel, and Powerpoint, Google Suite. QuickBooks Online experience is a plus.

General work expectations

- Full-time position
- Candidates should be based in the New York Metro area.
- Position is expected to be largely remote for 2021, however the ideal candidate would be willing and able to attend weekly meetings in person with Mark and/or the team in a safe environment in midtown Manhattan.

Compensation and benefits

- Salary range: 60-67,500K + discretionary bonus up to 10%
- Monthly reimbursement towards home office expenses (cell and wifi)



- 2 weeks paid vacation in addition to paid national holidays
- Personal and professional development opportunities, including mentorship in conscious business organizational consulting

Along with your resume, please submit a one-page cover letter stating why you would be excited and uniquely qualified to work with Opportunity Lab. Send all materials to Janie Brookshire at janieb@opplab.com.

Opportunity Lab is an Equal Opportunity Employer committed to a diverse, equitable, and inclusive workplace. We encourage applicants from underrepresented groups to apply for all open positions.