



Office Manager Memphis, TN

Background:

Memphis has the highest rate of young people who are out of school and chronically unemployed in the country, commonly referred to as opportunity youth.



OPPORTUNITY YOUTH:

- Between **16 – 24** years old, out of school, and chronically unemployed
- Approximately **19,000** in Memphis, as high as **45,000** in greater Memphis
- Some of the **lowest social mobility** in the country

For these young people, who are almost exclusively African-American and low-income, their current prospects of achieving social mobility are severely limited. Without radical intervention, we are steadily losing generations of young people. Many of these young adults end up in the criminal justice system. For those who do not, they are often stuck making \$7.25/hour, a poverty wage that is incredibly difficult to raise a family on.

The mission of The Collective is to address poverty by creating real community and investing in the vision and dreams of young adults. In the next five years, we plan on forming a community of 1,000 young adults in Memphis who have experienced poverty, realized the dream of social mobility, and who can be ambassadors in positively changing our communities. We are a membership organization that provides career pathways and opportunities for young adults so they can change the world they see.

1,000
of Memphis'
young adults out
of poverty in **5**
years.

Current Priorities:

We believe change is collective. To that aim, we have three connected program areas to drive towards our vision:

- 1) **Young Adults:** We are committed to the success and dreams of young adults. Our work begins by investing in the whole person and supporting young people as they identify

their vision, voice and dreams. Secondly, we connect young adults to careers through an intensive yearlong program. In that program, young adults are prepared for postsecondary education, coached through certificate programs and placed in a career job. We target placement in careers with living wages, including those in information technology (IT), healthcare and skilled trades. Additionally, we provide a range of emotional and social supports, as well as a stipend, to ensure young adults can reach their goals.

- 2) **Employers:** We believe we have to partner with employers to cultivate the best opportunities for our young adults. Our programs are rooted in the economic realities of our city. Additionally, we are working with employers to solve their workforce challenges, while promoting the desires and dreams of our young adults during that process.
- 3) **Systems:** Our dream is that we can work collectively to ensure we have a world where all young adults can live their best life. Today, too many young adults leave school underprepared and there are too few career opportunities when they emerge. We are committed to helping fix our systems. The first step is elevating the voice, experiences and solutions of our young adults, as it pertains to work and labor. Additionally, we plan to partner with cities to solve the root causes of the challenges we see.

The Position Overview:

This Office Manager reports to the VP of Operations and provides administrative support to the CEO and VP of Programs where needed. You will support multiple areas of the organization including, but not limited to, facilitating general office needs, creating financial reports, and assisting with the admissions and monitoring & evaluation process of our programs.

While this is an administrative role, your enthusiasm and passion for young adults is important. Having a genuine interest in helping them learn and empowering them to succeed is critical to the organizational culture we want to create. This position will be known as the ‘face of the office’ as you will interact with program scholars and various external stakeholders.

Responsibilities:

- Manage the calendar and internal & external meeting schedules for the senior leadership team (CEO, VP of Programs, and VP of Operations)
- Complete monthly financial administration reports and scholar attendance records
- Coordinate reimbursement requests and payments for the office
- Support the admissions process by entering in all entry points into the database management system for prospective scholars accurately and on time
- Gather contact information and schedule interviews to support the admissions process
- Support ongoing programming & Youth Council administrative needs where necessary
- Participate in staff team meetings and board meetings
- Set and coordinate dates for staff meetings and ensure tasks are updated where needed in The Collective’s project management system
- Conduct data entry for the evaluation process supporting our programs
- Coordinate with the Monitoring & Evaluation analyst on required data entry tasks
- Manage the inventory, ordering, and distribution of office supplies and technology

- Ensure high quality and timely production of all deliverables
- Other duties as assigned

Qualifications:

The ideal candidate will be inspired by the vision of this initiative and the opportunity to support building an organization at the start. Additionally, the candidate must have:

- Associate Degree from an accredited College or University in Business Administration or related field, Bachelor's degree preferred.
- Minimum of two-year administrative assistant/office management/information technology help-desk experience preferred. Candidates who possess a high school diploma but do not have a college degree may also be considered if they possess a minimum of four years administrative assistance experience.
- Excellent organizational skills with demonstrated ability to execute deliverables on time
- Strong interpersonal and communication skills
- Strong analytical and problem solving skills
- Ability to work independently and with minimal supervision
- Demonstrated ability to work in a small team setting
- Good computer skills, proficient with MS Office applications
- Ability to work a flexible schedule including some evenings and occasional weekend days

The Collective is proud to be an equal opportunity employer. We are committed to supporting and encouraging diversity in the workplace. We welcome our employees' differences regardless of race, color, creed, religion, gender, national origin, sexual orientation, marital status, age, gender identity, disability or veteran status.

Benefits:

This is an outstanding opportunity for a highly motivated professional to assume a pivotal role in the evolution of a fast-growing organization. We are seeking an individual of outstanding quality, with a proven track record and a passion for young adults. The Collective is prepared to offer an attractive compensation package, including a competitive base salary as well as health, 401(k), and vacation benefits.

To Apply:

If you are interested in applying, please submit your resume and cover letter to info@thememphiscollective.org. In your cover letter, let us know why you are interested in The Collective and specifically how you think you can contribute to the organization. Applications will be reviewed on a rolling basis.