Executive Assistant & Office Manager
Position Description

About the Organization
Pivot Learning is a nonprofit organization of K-12 education experts working shoulder-to-shoulder with schools, districts and charters to address the biggest challenges they face. We partner with education leaders at all levels and provide them with the knowledge, skills and support proven to strengthen educational systems and transform teaching and learning.

In 2015-16 Pivot partnered with more than 72 school districts, expanding the capacity of district and school leaders across California to ultimately reach 12% of students in the state. And that’s just the start. We’re scaling our services throughout California and beyond, addressing the needs and changes the entire nation is facing.

Position overview
The Executive Assistant & Office Manager will manage the day-to-day business activities of the CEO, including providing strategic management of the CEO’s busy and complex schedule, coordinating meetings with internal and external contacts, preparing and tracking the CEO’s expenses and arranging complex travel. The role is a pivotal support position, as the Executive Assistant is a key liaison among staff members and between the CEO and external partners, which include funders, other education reform organizations, and senior policy makers and legislators. Additionally, the Executive Assistant will:

- Support other members of the Pivot leadership team with ad hoc administrative needs;
- Support day-to-day operations of the office; and
- Contribute to and lead special projects across various areas of the organization

In all of these roles, the Executive Assistant will need to demonstrate the ability to handle confidential information with discretion and utilize significant amounts of independent judgment. This is a full-time, exempt position located in Oakland, CA, reporting to the Director, Talent & Culture.

Key Responsibilities:

Executive Support (60%)
- Organize and coordinate the CEO’s daily calendar—scheduling all appointments, coordinating logistics for speaking engagements and handling special event invitations on behalf of the CEO.
- Manage and arrange travel for CEO.
- Proactively consider needs related to calendar, travel and speaking engagements.
- Track CEO’s expenses and prepare expense reports for reimbursement and billing.
- Write individualized correspondence and other documents as requested by the CEO.
- Support the CEO as needed in preparing for speaking engagements or other internal or external meetings conducting research and other similar tasks.
- Receive and triage incoming written communications to appropriate staff and facilitate response or action to be carried through by CEO as needed.
- Manage organizational communication, scheduling and logistics for key internal events such as board meetings, staff meetings, and managers’ meetings.
- Assist in answering the organization’s main line and direct calls as needed to staff.
On behalf of CEO, provide essential support to Pivot’s Board of Directors, including serving as key point of contact, coordinating meeting logistics, communications and materials.

As appropriate, provide administrative support to other Executive Team members in terms of managing meeting logistics, making travel arrangements and coordinating schedules

Other administrative duties as needed.

Office Management (25%)

Serve as the key point of contact for main office vendors, such as maintenance, mailing, supplies, equipment repair. Monitor office machines and systems, and problem-solve issues as needed (including postage meter, copiers, conference room scheduling).

Monitor and maintain inventory of necessary office supplies; order supplies as needed to keep basic supplies stocked, and to fulfill special requests from staff.

Design, communicate and oversee implementation of office operations, policies and procedures.

In partnership with Director, Talent & Culture, continually look for ways to evolve and improve operational efficiency of systems and processes impacting staff and office operations.

Maintain and update office phone list, email distribution lists, and other similar systems.

Maintain responsibility for general office upkeep and “look and feel.” This includes keeping kitchen and supply areas stocked, clean and functional.

Other Support (15%)

Provide event support and planning, including retreats, meetings, staff events. This includes logistical research and planning, day-of support, and invoice/billing management.

Support other functional areas and members of the organization’s leadership team with special projects as needed. May include projects in HR, Recruiting, Marketing, Development, Finance or Programs.

Qualifications:

- Passion for improving the educational experiences and outcomes for low-income students and students of color.
- Strong commitment to the mission and goals of the organization. Aware of and able to navigate diverse cultural backgrounds.
- A minimum of five years’ experience in an administrative support role, preferably at the senior level. Experience supporting executives a must have.
- Undergraduate degree or equivalent experience.
- A self-starter with a high degree of energy and careful attention to detail. Strong sense of initiative and a process-improvement mindset.
- Highly flexible, creative problem solver, with a strong ability to multi-task.
- Excellent oral and written communication skills.
- Strong interpersonal skills.
- Execute and exhibit good judgment. High level of professionalism.
- Superb organizational and time-management skills.
- Excellent computer skills; proficient or advanced skill in Microsoft Suite (Word, Excel, PowerPoint, and Outlook) and experience with data management.
- A demonstrated ability to plan effectively, but the flexibility to handle the unexpected.
- High tolerance for ambiguity, changing work priorities and deadlines, and a willingness to take on responsibilities and to prioritize own work on multiple projects.

**Compensation and Benefits:**
Pivot Learning offers a competitive compensation package, including medical/dental/vision insurance, 403b, vacation leave, sick leave, and 15 paid holidays. Salary is commensurate with experience.

**Application:**
If you would like to apply, please send your resume and a cover letter to resume@pivotlearning.org. Indicate the position title in the subject line of your email for the fastest consideration. In your cover letter, please comment on how your skills and experience are a good match for this position, your salary requirements, and where you heard about this position.