



Capacity Manager - Full Time

Overview

Embark Education exists to push the boundaries of what is possible in learning for youth and adults. Our vision is that Denver becomes a hub of learner-centered innovation nationally. We deeply believe trust is the key to living brilliantly into who we are and who we can be. Our work is grounded in curating learner-centered experiences and includes three overlapping bodies of work— a school, a small business, and learning experiences for educators. Embark, the school, is a revolutionary middle school in North Denver embedded in a small business - Pinwheel Coffee. Our adult learning experiences, including the Iterative Space Residency, offer educators time, space, and resources to dream, connect, and bring their passions to life through curated learner-centered experiences.

The Capacity Manager should be a “doer” who prides themselves on supporting others and working in and across teams. You should be comfortable with ambiguity, enjoy complexity, and identifying solutions. You hold relationships at the center while embodying an entrepreneurial spirit. This position is a unique opportunity for an innovative person to grow, thrive, and play a critical role in advancing our mission.

Position Description

The Capacity Manager position is responsible for building and maintaining systems that unlock our team's full potential by providing clarity of accountability, expectations & support, structure & workflow, and the infrastructure to hold it together. Leads development and implementation of integrated systems solutions and major operational initiatives. Responsibilities include assessment and recommendations for continuous improvement with an emphasis on deep collaboration with the operations team and program leads.

Key responsibilities include the following:

- Spearhead the development, communication, and implementation of effective strategies and processes to meet annual operational goals.
- Manage and determine operating requirements and processes for optimizing our internal systems such as Cobot, Asana, Notion, Slack, etc.
- Collaborate closely with the COO and Finance and Operations Manager to develop and implement plans for the operational infrastructure of systems, processes, and personnel.
- Identify operational gaps within the organization and work with team leads and leadership to develop solutions.
- Develop systems and promote communication and clear information flow across the organization.

- Anticipate the needs of the program team and proactively provide relevant solutions.
- Collaborate to develop policies and procedures to support the optimal functioning of our program work.
- Responsible for identifying, building out, and managing a new CRM, including maintenance of custom reports and dashboards
- Evaluate, define, and execute organizational enhancements and resource management.
- Support the development of metrics for performance and measures of success for all facets of the organization's operations.
- Assess organizational capacity to implement strategies, identify gaps in systems, and develop plans for correction, contingency, and succession; anticipate factors accelerating or impacting success.
- Administer the execution, maintenance, project implementation, change management, and cross-functional alignment of work streams.
- Support the school in aligning with rules and regulations
- Support the COO in creating a vision for revenue generation processes.
- Works cross-functionally to operationalize various components of our strategy.
- Support program evaluation and impact initiatives.
- Other duties as assigned, including supervision of staff as needed.

Qualifications

Bachelor's degree

Proven track record in non-profit operations management with at least 5 years of non-profit experience, which should include:

- 2 + years of database design, administration, and implementation
- 2 + years of experience with CRM administration
- 2 + years of experience managing and securing highly sensitive data

Experience in project management and business process improvement.

Experience in youth development or education a plus

Strong leadership and communication skills and the ability to collaborate effectively with others are essential.

Experience building and supporting cross-functional collaboration

Other

Full-time, Exempt

Salary Range: \$72,000 - \$85,000

Reports to Capacity Strategist/COO

Unlimited PTO Policy, Medical, Dental, Vision Insurance, STD, LTD, Life Insurance, Wellness Stipend, 401k participation with up to 6% match

To Apply

Please submit a cover letter and resume to team@greatworkinc.org. We will prioritize applications received by January 12, 2024.

We believe that traditional hiring practices have historically and systemically marginalized entire groups of people — including people of color, people from working class backgrounds, women and people in the LGBTQIA+ community to name a few. We believe that we are better as an organization when we work to deconstruct the barriers intrinsic in that system so that our team has authentic representation from diverse communities, backgrounds and beliefs. Hence, we strongly encourage people with these identities or who are members of other marginalized communities to apply for roles within our team.