



OPERATIONS COORDINATOR

OUR INSPIRATION

Racial injustice, inequity, and the systems designed to perpetuate them have defined our nation's history. In the 1954 Brown v. Board of Education ruling, the Supreme Court stated *"...it is doubtful that any child may reasonably be expected to succeed in life if he is denied the opportunity of an education. Such an opportunity...is a right which must be made available to all on equal terms."*

We believe the spirit of this decision was a *promise* to decouple race from access and, more broadly, to break the predictive links between identity and outcomes overall. We also believe that as a society, we have yet to deliver on that promise; nearly seven decades later, institutionalized oppression, micro-aggressions, discrimination, inequity, and violence still obstruct the path to self-determination and a life trajectory full of choices for people from involuntarily marginalized communities. So, in 2017 and with the Brown ruling in mind, we founded Promise54 determined to help deliver on the promise of equity.

Specifically, we partner with social impact organizations working to address society's most complex challenges, which often disproportionately impact historically marginalized groups. [Our research](#) indicates that too often within these organizations, the dissonance between stated values and lived staff experience results in cultures, policies, and practices which reinforce the very inequities that organizations are working to end. This, in turn, creates additional pain and hinders impact.

We envision a day when social impact organizations can create a more just world because they have diverse teams of people thriving in roles that activate their unique gifts and talents; foster inclusive and antiracist cultures; and have equitable practices, policies, and structures. With this vision in mind, we are ~20 passionate individuals who leverage our collective advising, coaching, systems design, and facilitation experience to help create the conditions for people to thrive and do their best work.

OUR ETHOS

At Promise54, one of our most sacred guiding principles is Radical Humanity. Both internally and with our client partners, we're focused on authentic relationships and deep engagement.

Endeavoring to operate in this way requires that we believe in the innate brilliance of each human. We assume imperfection is the norm and extend the grace of second chances to each other knowing that lifelong learning is not only inevitable but it fuels experimentation, risk-taking, growth, and innovation. We believe that process is as important as outcomes, and that good intentions don't trump painful impact. Qualitative life experience is acknowledged as valid and real data. And, perhaps most importantly, we are working to slow down and bring intentionality, planfulness, care, compassion, humor, joy, and love into our work.

In service to these commitments, our team is committed to the following **core values** which guide our work together:

- **Champion Justice:** We acknowledge the impact of systematic oppression and are committed to pursuing justice. We help to create the conditions to interrogate and shift mindsets, behaviors, and structures, while examining ourselves in the process. We act boldly in our pursuit of diverse, inclusive, equitable, and antiracist workplaces by challenging the status quo, spotting and dismantling inequities, sharing power, and elevating and centering historically silenced voices.
- **Embrace Possibility:** We approach our work with a sense of possibility, adaptability, and optimism. We invest time in new ideas, engage in thoughtful problem solving, and explore innovative ways to team with each other and with our client partners.



- **Be Well:** We know that to do our best work, we must accept and support each other in all of our humanity. We have fun, laugh out loud, find joy in our work together, celebrate each other’s life milestones, and live unapologetically in our own skin. We practice flexibility related to where and how we get our work done, respecting each other’s professional preferences and life priorities. We carve out time to relax, recharge, and refuel individually and as a team.
- **Pursue Impact:** We are committed to helping people thrive so they can bring the full weight of their talent and passion to the communities they serve. To do so, we pursue transformational outcomes with our client partners and, in the process, we choose courage over comfort. We strive to deliver excellent work and an unparalleled client partner experience to inspire effective action, advance equity, and help our client partners realize their missions.
- **Practice Curiosity:** We don’t have all of the answers, so we listen closely to our colleagues, our client partners, our schools, and our communities, as they tell us what’s working and what’s not. We embrace those who push our thinking while helping us make progress. This learning makes us and our work better.

HOW WE PARTNER

At Promise54, we’re obsessed with the interconnectedness and complexities of relationships between people, their work, and their organizations.

We bring that passion into our partnerships along with humility, care, humor, and intentionality. Because we believe transformative change begins with the individual, we support our client partners to bring a Radically Human lens to interrogating the ways in which their own behaviors and habits contribute to maintaining or dismantling systems of inequity.

We support our client partners to foster spaces where the voices and experiences of those who have been historically silenced can be shared and centered and where staff find connection across lines of difference, learn from one another, and bridge perspectives. We do all of our work with an emphasis on race while honoring, supporting, and leveraging intersecting identities.

Promise54 provides services and supports at several levels:

1. **Individuals and Teams:** We support leaders and teams to thrive through executive, group and career coaching, cohort-based learning and convenings, and curated retreats designed to create community, connection and dedicated spaces for reflection and growth.
2. **Organizations:** Through tailored advising partnerships coupled with proprietary tools and powerful benchmarking, we equip organizations with an understanding of their assets and challenge areas at the intersection of talent systems, culture, and DEI. We focus on supporting and enhancing organizational effectiveness, inclusive cultures, and equitable systems. Our executive search practice centers equity, deepens inclusion, and interrupts bias throughout the hiring process to help organizations realize the potential for radical impact presented by executive transitions and expansion.
3. **The Field:** We conduct field-level research, mine for insights, and disseminate our findings widely to support leaders in their work to build thriving organizational environments where truly effective DEI practices drive stronger outcomes. Our research products include quantitative and qualitative reports such as 2017’s [Unrealized Impact](#) (with which we launched our organization), a set of [radically vulnerable case studies](#) which delve deeply into the experiences of three client partner organizations as they initiate and navigate new DEI initiatives, and most recently, our 2021 release of [Unrealized Impact 2.0 - The Hard Truth About Where We Are and Ways To Move Forward](#).



Hallmarks of our approach include rigorous data-driven assessments and insights, thought leadership, tailored strategic support, attentive project management, and expert facilitation - all informed by our own expertise, research, and lived experiences. All of our work is infused with a deep focus on DEI and antiracism.

THIS OPPORTUNITY

To accomplish all of this and live up to our aspirations, Operations Coordinators at Promise54 play an integral, blended role that combines both operational and administrative contributions to the team and to client partner projects.

In that context, and more specifically, the Operations Coordinator's primary responsibilities and duties are:

Administrative Support

- Managing the calendars for up to 4 Leadership team members, including the efficient scheduling of internal and external meetings (often involving multiple stakeholders with limited availability), proactively identifying and resolving conflicts, managing up and tracking and monitoring next steps
- Arranging domestic travel (note: Promise54 has moved all operations to virtual through at least March 2022)
- Supporting with ongoing compliance systems such as preparing, reconciling and submitting expense reports and timesheets
- Supporting business development efforts through data management within Salesforce and Google Drive

Client-Facing Project Support

- Effectively and efficiently communicating with staff from client partner organizations in a way that fosters a positive client partner experience, builds trust, and reflects our core values
- Participating in project meetings/client partner sessions in a way that reflects an understanding of project goals, the purpose of the engagement and the content being discussed/delivered; taking notes and tracking next steps
- When needed, providing Zoom support for client partner sessions including Zoom setup, managing breakouts/polls/screen sharing, responding to participant questions, and trouble-shooting real-time challenges with Zoom features/functionality
- When needed, supporting focus groups by coordinating logistics, notetaking, and summarizing key takeaways
- Managing/tracking coaching calls to ensure contractual obligations are met
- Coordinating onsite meeting logistics as needed (food, lodging, meeting space, location, transportation, comms), including setting up materials for sessions, project team step backs, and other in-person meetings

General Operations Support

- Collaborating with the Operations Team ongoing and as needed for projects and tasks in support of the entire organization
- Participating in internal organization working groups/task forces as an Operations representative
- Providing seasonal operational support for Promise54's internal hiring efforts

QUALIFICATIONS

First and foremost, the Operations Coordinator must embrace Promise54's vision of a day when social impact organizations can create a more just world because they have diverse teams thriving in roles that activate their unique gifts and talents; foster inclusive and antiracist cultures; and have equitable practices, policies, and structures. Additionally, to perform the job successfully, an Operations Coordinator will need to demonstrate the following competencies:

- **Equity Focus:** You use an equity-conscious lens, language, and tools to drive our work internally and externally. You understand how identity, power, white conditioning and privilege impacts lived experiences of an individual (including yourself), structures, and institutions. You possess the courage, inclination, AND skill-set to speak up/interrupt oppressive situations/structures/power dynamics moments because you recognize inequity and act accordingly. You take on a heavier burden of speaking up when your identity is in the mainstream.



- **Results-Driven:** You are focused on outcomes (both quantitative and qualitative). You hold yourself and others to agreed-upon standards and you clearly define what it is you are trying to accomplish with a deliverable or contribution to the work/project. You develop and execute a strategic pathway forward so that you can deliver high-quality short-term results/deliverables and build capacity for longer term results.
- **Culture Keeper:** You build relationships with colleagues demonstrating curiosity about others' background and perspectives. You express interest in the team's well-being and care. You leverage and celebrate differences. People who know you and work with you feel valued and respected. You accept and support your teammates in all of their humanity. You strive for the collective best, you see yourself as part of a team and recognize your impact on that team with a sense of possibility, adaptability, and optimism, as well as with responsibility. You feel a degree of ownership for the success of the team and the organization, and not just for your own success.
- **Feedback:** You bring a growth mindset and curiosity to giving and receiving feedback. You offer honest, actionable and timely feedback through the appropriate channels specific to the work or deliverable expectations using an equity conscious lens. You strive to internalize and incorporate developmental feedback and ask questions to seek clarity when needed. You actively seek out and receive feedback from others when appropriate with the intent of growing professionally and enhancing work products.
- **Adaptability:** You approach new ideas, changes in work, or challenges with a sense of possibility and solutions-based attitude. You have the ability to adapt to various working and management styles. You have the ability to tailor approaches to client partner projects across multiple types of natural tensions, including: speed vs. quality, repeat/copy-paste vs. customization, physical deliverable vs facilitation. You develop innovative solutions when challenges arise.
- **Self-Awareness:** You know where your skills are strong, where you need resources and support, and you actively seek to understand these things. You possess awareness of your own feelings, thoughts and behaviors and their impact on others and work to positively impact others/mitigate harmful impact. You know where the boundaries of your experiences and vantage points are and you acknowledge that you have limits to what you can see. You know when to pull back vs. lean in in various settings. You demonstrate humility. You have the ability to both voice and navigate tensions with colleagues related to things like bandwidth, availability, and accessibility.
- **Communication:** You communicate in a way that is accessible. You differentiate your communication style based on the audience and situation to have the greatest impact. You are able to distill and communicate complex information in a way that moves the work and/or team forward. You are able to clearly, proactively, and consistently articulate your ideas and document them when necessary.

Our experience suggests that the following types of **professional experiences** lend themselves to this work:

- At least 2-4 years of experience supporting senior managers and/or senior project management and confidence in high-level interactions with senior leadership;
- Demonstrable experience creating systems for improved efficiency and effectiveness;
- Experience working independently and virtually in a continuously evolving environment, meeting multiple concurrent deadlines, organizing time and priorities effectively as a member of a team;
- An Associate's or Bachelor's degree.

Our experience suggests that the following types of **skills** lend themselves well to this work:

- The ability to deliver timely, relevant information in a clear and concise manner;
- The ability to build and maintain relationships;
- The ability to learn quickly, be flexible, and take an optimistic approach to work;
- Strong organizational and written and oral communications skills;
- Proficiency in Microsoft Office applications, Zoom, Google Workspace and, ideally, Salesforce.



Finally, candidates should demonstrate the following **personal characteristics**:

- a tested and high level of integrity, trust, and accountability;
- alignment with our core mission, embodying an equity focus;
- sound discernment and judgment;
- attention to detail and effective follow-through to ensure tasks are completed;
- motivation for being the behind-the-scenes glue for our team;
- comfort working autonomously as well as taking direction as needed.

LOCATION

Our work is national in scope, and our team is virtual with small clusters of team members located in the Atlanta, Chicago, Baltimore and Los Angeles metro areas. The location for this role is flexible, though the Operations Coordinator should be generally comfortable with supporting Leadership team members across multiple time zones. Additionally, the Operations Coordinator should possess the willingness and availability to travel approximately ~6 times/year, for 1-3 day trips for team retreats and other critical in-person meetings once we have resumed travel.

COMPENSATION

The range for the starting base salary for this role is \$53,300 – \$65,200, with annual bonus potential ranging from 3% - 4% of the base salary (total potential compensation of \$54,900 – \$67,800). We anticipate most people who are new to Promise54 would enter the role in the range listed above. While it is not guaranteed, in the past three years, we have met our goals and fulfilled bonuses for all staff.

Promise54 offers a 401(k) retirement plan and match as well as benefits including (but not limited to) medical, dental, vision, and short and long-term disability. We also offer reimbursements to support your ability to work remotely, specifically: for home office set-up costs, up to \$50/month for home internet, and \$162/month for a cell phone used for work. In addition, we provide a \$100 monthly reimbursement for co-working space or other expenses to make working remotely more comfortable and reimburse up to \$500/year for wellness-related expenses to support our team members' ability to live into our *Be Well* core value. Click [here](#) to learn more.

START DATE

The tentative start date for the Operations Coordinator role is March 2022.

TO APPLY

The review of applications is underway and will continue until the position is filled.

Please follow these steps:

- [Visit the Opportunities section](#) on our website and find the “Operations Coordinator” role
- Answer a **brief set of questions about you**
- Below the questions, you'll be able to **upload your current resume as well as a “cover letter,” one in which we encourage you to address the following questions in whatever format suits you:**
 1. Why are you interested in this specific role or roles?
 2. Why are you interested in Promise54?
 3. What previous experience do you think positions you to be successful in this role?
- Finally, if you encounter any technical difficulties, please contact: admin@promise54.org

Note: We are only considering applicants who are legally authorized to work in the United States.



Promise54 is a 501(c)3 organization deeply committed to providing equal opportunities. We are a diverse organization serving other diverse organizations and we are committed to non-discrimination.

It is our policy to ensure that all individuals with whom we are in contact are treated equally without regard to race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status.

www.promise54.org