The California College Guidance Initiative (CCGI) is looking for a Business Operations Specialist to join the Business Operations Team. As a part of the Business Operations Team, the Business Operations Specialist is responsible for maintaining/supporting infrastructure, documentation, and support systems for CCGI staff and partners. The Business Operations Specialist provides dedicated support to CCGI staff in the areas of event coordination, data and document management, CRM support and administration, partner and vendor contracting, general project management, research, and administrative assistance as needed. A singular focus in a business operations area may be assigned to an individual Business Operations Specialist or shared with other Specialists.

You must be able to work with minimal supervision and strong attention to detail, balancing competing priorities and projects. This role requires occasional travel within California.

The ideal person for this team has general project management experience with strong communication and documentation skills, an exceptional eye for detail, problem solving skills, and a passion for educational equity who seeks to develop new skills and make a tangible impact on the future of California students.

The Business Operations Specialist must be able to partner and collaborate with other team members and subject-matter experts, work with minimal supervision, and balance the needs of multiple internal teams along with external organizations.

We work to solve large scale, system-level problems. You must be comfortable working with unknowns and ambiguous solutions, as well as passionate about promoting public education and advancing educational equity.

What Will You Be Doing?

— Support the Business Operations Manager with Partner (K-12 and Higher Ed) contracts
  - Support the contracts process by creating, revising, and amending documents.
  - Proofreading and formatting contracts and template agreements.
  - Support tracking of relevant contract details and update records in Salesforce.
  - Support processes related to contract management.

— Support the Business Operations Manager in coordination of Foundation support departments, including Human Resources processes (new hires and employee exit), IT protocols (equipment inventory and refresh, security, software maintenance), Finance support (data entry of invoice details, accounts receivable).

— Support the introduction of new tools and technologies:
  - Support evaluation of feasible options for new tools or applications based on needs identified among management.
  - Assist in the design and development of new systems and processes that allow for improved aggregation, organization, security, access, sharing, and dissemination of knowledge.
  - Support all related training, implementation, and evaluation.
— Provide support and training of staff on utility of Salesforce, Form Assembly, Google Drive, Slack, and other tools; act as first level support for cases related to internal software and tools, such as Slack, Zoom, MS Office, Workday etc.

— Support management and maintenance of Salesforce CRM for contact, project, vendor, and client/partner management.
  - Support data updates, audits and data management in Salesforce.
  - Provide data entry support
  - Provide reporting support
  - Maintain additional platforms (communities/experiences) within Salesforce.

— Maintain internal communications to CCGI staff, such as weekly internal newsletters and Salesforce user groups.

— Coordinate, field, and route requests for information and support from CCGI staff and external customers.

— Maintain document management reporting and related processes for archiving, refreshing, and deleting outdated documents.

— May assist Administrative Project Coordinator with event planning, support, and act as a backup.

— Assist in developing and implementing operational protocols.

— Thoroughly document all projects with actionable outcomes/recommendations both in project documentation and TaskRay.

— Assist with other operations and administrative functions, as necessary.

What Skills Do You Need?

— Experience and proficiency with Salesforce or comparable customer relationship management (CRM) software strongly preferred, but not required.

— Experience and proficiency with data management systems or tools (e.g. Microsoft office Suite, G Suite, employee related database etc.).

— Experience with protocol and systems implementation is preferred.

— Experience with contracts is preferred.

— Experience with event planning or management preferred.

What Intangibles Do You Need?

— Willingness and aptitude to quickly learn and train others on new software programs.

— Excellent written communication skills and verbal communication skills: ability to communicate with various levels of professionals.

— Excellent customer service and relationship building skills that demonstrate a positive attitude.

— Strong presentation skills: ability to present to various audiences in person or virtually (e.g. webinar or teleconference).

— Strong organizational, project, and time management skills.

— Meticulous attention to detail.

— Ability to manage multiple projects of various scopes simultaneously and meet project deadlines in a timely manner.

— Ability to thrive in a fast-paced environment with changing priorities and deadlines.
More about the Business Operations Team
The Business Operations Team is composed of individuals working remotely across California that support our internal business processes primarily in the areas of contracting, finance, human resources, operational processes, and the organization’s Salesforce database.

This role will assist multiple members of the Operations Team, as well as support and train CCGI staff in a variety of capacities. We are looking for someone that has the ability to advance projects and tasks without detailed supervision, balance multiple responsibilities and demands, and communicate with colleagues on project/task completion.

More about CCGI
The California College Guidance Initiative (CCGI) works to ensure that all 6th-12th grade students in California have access to a systematic baseline of support, as they plan, prepare, and pay for postsecondary education and training. This baseline is provided by CaliforniaColleges.edu. CCGI partners with K-12 school districts to support students, counselors, and parents with the systematic use of CaliforniaColleges.edu, including transcript-informed tools. CaliforniaColleges.edu also houses, audits, and transmits student data to help ensure more accurate and efficient decisions regarding admissions, financial aid, and course placement.

CCGI is a positive, diverse, and supportive culture. At our core, we prioritize the needs of students above all else.

Everyone at CCGI works remotely. We are all located in various parts of California. We rarely meet in person. Instead, we make use of tools to communicate and document our work, including ZOOM, Slack, and Salesforce.

CCGI is housed at the Foundation for California Community Colleges, but it is an autonomous initiative with its own mission, goals, and leadership team.

Application Instructions:
For immediate consideration, please submit a letter of interest and resume saved as Microsoft Word (.doc/.docx) or Adobe Acrobat PDF (.pdf) documents to jobs@foundationccc.org. Please include in the subject line: “Business Operations Specialist, California College Guidance Initiative.” The application process will be open until the position is filled.

The Foundation for California Community Colleges provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, sexual orientation, gender identity, gender expression, national origin, age, veteran status, disability, or genetics. In addition to federal law requirements, The Foundation for California Community Colleges complies with applicable state and local laws governing nondiscrimination in employment.