

Operations & Project Manager

Reports To: All Three Executive Directors (Shared Leadership Model)

Commitment: Up to 40 hours per week

Location: Remote

FLSA Status: Non-Exempt (hourly)

Mission & Role Summary

The Operations & Project Manager (OPM) provides critical administrative, logistical and operational support to all three Executive Directors (EDs) in Compass IGG & Advocacy's shared leadership model. This is a high-impact role focused on maximizing leadership efficiency through expert calendar management, robust action tracking, responsive communications, document control, and serving as the primary facilitator for both volunteer talent acquisition and the agency funding application process. The OPM is a vital member of the management team dedicated to ethically advancing the mission of resolving unidentified missing persons cases.

Key Areas of Responsibility

Administrative Efficiency & Action Tracking

- **Calendar Management & Focus Time:** Proactively manage the complex calendars of the three Executive Directors, scheduling internal/external meetings (e.g., calls with agencies). Block designated focus time for the EDs as requested, protecting their schedules from interruptions.
- **Action Tracking & Follow-up:**
 - Attend key strategy meetings to take high-level, concise notes.
 - Create a concise, prioritized action item list immediately following meetings.
 - Systematically track and follow up on delegated tasks to ensure completion by responsible parties.
- Manage expense reporting and invoicing for the leadership team.

Operational Support & Agency Funding Process

- Manage the Agency Funding Application Process (under ED Operations & Partnerships):
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- Send necessary application information and instructions to external agencies upon request.
- Conduct initial screening of all applications for completeness.
- Follow up directly with agencies to secure any missing or incomplete required information.
- Work with the ED of Operations & Partnerships to organize applications for review, notify agencies of final decisions, and transmit feedback.
- Document Control & Quality Assurance:
 - Create, format, and edit critical organizational documents, such as Standard Operating Procedures (SOPs) and internal protocols.
 - Proofread and edit important external communications, reports, and grants to ensure clarity, professionalism, and organizational consistency.

Volunteer Talent Acquisition & Pre-Screening

- Act as the primary gatekeeper for volunteer talent acquisition across all organizational needs (IGG, advocacy, content creation, development support, etc.)
- Develop and manage the intake process for all volunteer applications and inquiries.
- Conduct initial vetting, reference checks, exams, and pre-screening interviews to assess candidates' skills, experience, and commitment against specific role requirements.
- Maintain a database of qualified volunteer candidates and present thoroughly vetted candidates to the ED of Institutional Strategy & Culture (or their program leader) for final selection.

Qualifications & Experience

- Minimum of 2 years of experience supporting executive level management, preferably in a nonprofit or mission-driven environment.
 - Proven ability to manage complex calendars, prioritize tasks across multiple leaders, and handle confidential information with discretion.
 - Specific experience in talent acquisition, recruitment, or high-volume candidate screening is highly desired.
 - Exceptional organizational skills, attention to detail, and proficiency with remote work tools (e.g., Google Calendar, document sharing, video conferencing).
 - Strong written and verbal communication skills.
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- Commitment to the mission of Compass IGG & Advocacy and supporting the shared leadership model.
- Security Mandate: Must have access to a reliable, private internet connection and a personal computer that is password protected and not shared with others.
- Must be eligible to work in the US.
- Vetting & Final Offer: All offers of employment with Compass IGG & Advocacy are strictly contingent upon the successful completion of a comprehensive background check.

Compensation and Benefits

- Compensation: \$25.00 - \$30.00 per hour (based on experience), for a commitment of up to 40 hours per week
- Employee Assistance Program
- Paid federal holidays
- Paid sick leave