Operations Manager
Position Announcement

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About The Gephardt Institute

The Gephardt Institute for Civic and Community Engagement’s mission is to foster a vibrant culture of civic engagement across Washington University, realized by engaged citizens, scholarship, and partnerships that advance the collective good. Through both academic and co-curricular initiatives, the institute educates students for lifelong engaged citizenship, catalyzes partnerships that respond to St. Louis needs and priorities, and infuses civic engagement throughout the Washington University experience.

As a university-wide interdisciplinary initiative, the Gephardt Institute serves all undergraduate and graduate students, partners with St. Louis community organizations and units throughout the university, and reports to the Provost's Office. The institute is non-partisan and proactively seeks to support and include diverse backgrounds, perspectives, and ideologies, with strong attention to equity.

The Gephardt Institute was founded in 2005 by Congressman Dick Gephardt, who envisioned an "action tank" - rather than a think tank - that would inspire and equip young people to actively participate in our democracy. Our team is comprised of individuals who are mission-driven, values-focused, dynamic, collaborative, visionary, and passionate about the role of civic engagement in a thriving democracy. The institute upholds the values of inquiry, empathy, collaboration, integrity, equity, and action.

The institute is located in the historic Stix House as its sole occupant and works across the university on civic and community engagement. The institute offers a broad range of programs and services to the Washington University community and to partners in the St. Louis region, such as the Civic Scholars Program; Engage Democracy; St. Louis summer fellowships program; new student engagement; and Civic Engagement Fund grants for community partnerships.

Position Summary

The Operations Manager leads the development, implementation, and continuous improvement of the Gephardt Institute’s business operations, building operations, and events. This position leads on policies, practices, and events with a keen focus on leading sound operations that advance the institute’s strategic impact and mission to foster a thriving culture of civic engagement throughout Washington University.
This position serves as a central partner for all institute staff to ensure that institute programs, services, events, and strategy are conducted with excellence, efficiency, productivity, consistency, equity, and safety considerations at the forefront.

Primary Duties and Responsibilities

1.

OVERSEES INSTITUTE POLICIES AND PROCEDURES:
The Gephardt Institute is continuously working to define its own systems and best practices. This position will collaborate with leadership on updating policies as well as creating new procedures to improve our collective work.

- Identifies, develops, implements, and oversees institute systems, procedures, policies, and workflows.
- Develops, writes, and regularly reviews policies and procedures that pertain to business, building, and event operations.
- Investigates, recommends, and implements opportunities for innovation, efficiencies, and technology solutions.
- Leads communication, training, and accountability efforts among staff and relevant stakeholders to ensure full and consistent adoption of policies and procedures.
- Oversees compliance with university policies and procedures in addition to local and federal laws.

2.

OVERSEE BUSINESS OPERATIONS:

- Manages human resources functions such as student staff employment transactions, professional staff recruitment, and technical aspects of new staff onboarding.
- Manages budget planning, tracking, and accountability procedures.
- Manages technology, equipment, supplies, IT services, software tools, and subscriptions.
- Coordinates workflow and procedures for communications related to fundraising and donor stewardship in partnership with Director of Development, Marketing & Communications Manager, and other relevant staff.
- Acts as a liaison with relevant university units such as Shared Business Services, Human Resources, Information Technology, General Counsel, and University Advancement, and with relevant external vendors.
OVERSEES BUILDING OPERATIONS FOR STIX HOUSE, A FREE-STANDING HISTORIC HOUSE SOLELY OCCUPIED BY THE GEPHARDT INSTITUTE:
The institute moved from the Danforth Student Center to the Stix House in 2019, and due to pandemic restrictions, has only recently resumed full operations on campus. It is shared by professional staff, student staff, student groups, and fellows. This role will ensure the space is safe, comfortable, and welcoming to all parties it serves.

- Manages day-to-day operations, including internal and external room reservations/rentals, furniture, signage, and equipment.
- Oversees reception and customer service procedures.
- Oversees maintenance calendar, repairs, and continuous improvement in partnership with Facilities Planning & Management.
- Acts as a liaison with relevant university units such as Facilities Planning & Management, Emergency Management, University Police, Campus Card Services, Parking & Transportation, and General Counsel, and with relevant external vendors.

MANAGES EVENTS AND EVENT OPERATIONS:
Various events occur at Stix House on a regular basis, ranging from student dinners to panel discussions to formal awards receptions. This role will guide the development of shared event protocols and oversee the implementation of such policies.

- Leads design, planning, coordination, implementation, and evaluation of institute events in collaboration with relevant institute staff and external partners. This includes major events as well as events and meetings with students, university partners, community partners, alumni, and/or donors.
- Manages event logistics, including set-up, supplies, vendors, venue, staffing, technology, food, beverage, and clean-up.
- Creates and oversees consistent application of standard operating procedures, hospitality standards, and templates for event planning and evaluation.
- Writes and reviews operational plans and event run of shows.
- Develops and oversees annual planning cycle and calendar of events and meetings.
- Identifies key process improvements to streamline event management.
- Acts as a liaison with relevant university units such as Event Management and Dining Services, and with relevant external vendors.
SERVES AS ESSENTIAL MEMBER OF THE GEPhARDt INSTITUTE TEAM

- Contributes to initiatives, meetings, and events of the Gephardt Institute, including developing strategy and vision for initiatives, planning processes, special projects, and special events.
- Collaborates with operations staff (Marketing & Communications, Evaluation & Assessment Manager, and Administrative Assistants), program staff, and relevant stakeholders to coordinate planning, implementation, evaluation, and continuous improvement of all Gephardt Institute programs and services.
- Supervises Administrative and Accounting Assistant and relevant student staff to support building operations and events.
- Performs other duties as assigned.

Preferred Qualifications

- Master’s degree in Business Administration, Public Administration, Nonprofit Management, or related field.
- Project Management Professional certification, project management training and experience, and/or experience with project management and CRM software platforms.
- Five or more years of progressive responsibility leading operations and events.
- Excellent organizational, analytical, planning, problem-solving, and project management skills. Strong time management, attention to detail, ability to manage multiple priorities, and ability to forecast and plan work across teams, while maintaining a landscape view of priorities, values, and vision.
- Strong ability and enthusiasm for developing systems and procedures, setting high standards of quality and customer service, and achieving results.
- Strong writing and editing skills.
- Excellent verbal and interpersonal skills with ability and sensitivity in engaging with a racially, culturally, and socioeconomically diverse range of stakeholders, including faculty, staff, students, campus colleagues, alumni, community partners, donors and prospective donors, and senior-level administrators and external advisors.
Required Qualifications

- Bachelor’s degree and at least three years of relevant experience or equivalent combination of education and experience.
- Experience with event planning, policy/procedure writing, and project management.

Critical Skills and Expertise

- Commitment to continuous learning about inclusion, diversity, equity, and access.
- Ability to identify, learn, integrate, utilize, and train others on electronic tools that enhance work productivity and effectiveness.
- Commitment to the Gephardt Institute’s values of Inquiry, Empathy, Collaboration, Integrity, Equity, and Action.
- Energy, vision, initiative, creativity, empathy, humility, tolerance for ambiguity, ability to embrace and navigate change, sound judgment, diplomacy, tact, and sense of humor.
- Enthusiasm and ability to work in a dynamic, highly collaborative environment with multiple functions, audiences, and priorities.
- Demonstrated ability to lead from a middle management position.
- Demonstrated enthusiasm for civic engagement, community engagement, civic learning, community development, community partnerships, social change, and/or related areas.
- Ability and willingness to work early morning, evening, and weekend hours for events, special projects, and deadlines in service to the institute’s mission.

"At Washington University, we welcome difference on our campus in the form of gender, race, ethnicity, disability, neurodiversity, geography, socioeconomic status, age, political views, religion, philosophy, sexual orientation, gender identity or expression and veteran status. This is central to our mission as we continue to prepare values-oriented, compassionate individuals to be productive leaders in a global and rapidly changing society. These are not just ideals; they are competitive advantages and a central part of our relentless pursuit of excellence."

- Chancellor Andrew D. Martin