BUSINESS OPERATIONS ASSOCIATE

WHO WE ARE
Leadership Now’s membership of next-generation business leaders believes fixing democracy is the project of our generation and is making serious commitments - of time, resources and expertise - to advance that mission. We bring together business leaders, leading academics, and policy experts and innovators to build a coalition that is working strategically through direct action and investments to strengthen our democracy. In the 2021-2022 cycle, we are prioritizing protecting voting rights, supporting fair and competitive elections, increasing transparency around money in politics, and mobilizing the business community to address systemic racism. Our member groups are based in NY, Boston, Bay Area, Washington DC and LA and TX, with our newest chapter in Wisconsin.

THE OPPORTUNITY
Leadership Now is looking for a Business Operations Associate. This role will focus on developing the infrastructure, tools, and systems needed to drive our member and chapter growth over the next two years. This individual will work in partnership with the memberships team and several advisors to develop efficient workflows and processes, track progress, and document successes. This role combines both analytics and client services, requiring strong organizational, data, and communication skills.

WHO YOU ARE
● You are passionate about democracy and are aligned with Leadership Now’s principles. You believe that business has a role to play in protecting our democracy and that every citizen deserves an equitable opportunity to participate in it.
● You have earned a reputation as a thoughtful and savvy communicator and are skilled at influencing others to get work done across an organization.
● You are excited to work in a startup environment, where priorities can change at any moment and proactivity, flexibility, teamwork, and a growth mindset are critical.
● You are a systems thinker. You think about issues beyond the singular instance, and seek to understand the root cause, and develop robust, resilient solutions.
● You can turn data into a story. You have the ability to wade through a sea of information effectively and synthesize concise and compelling conclusions and build a story around it.
● You can be a “juggler” and also be detail-oriented. You are able to manage multiple projects and priorities while also sweating the small details.
● You are open to feedback, eager to grow and you bring your best to everything you do, and want to help others get there, too.
● You know why racial equity matters. You can explain why Black Lives Matter, while also recognizing that people are at different places in their journey towards cultural proficiency.
● You care more about the team than the individual. You believe you succeed when others succeed. You seek out opportunities to build relationships and contribute across the team.

KEY PROJECTS / RESPONSIBILITIES
● Collaborate with the membership team to design, develop, and deploy tools and systems to support member outreach, growth, and regular communication.
- Develop and maintain dashboards to track our KPIs and support the leadership team in tracking our progress towards goals
  - Own the maintenance and delivery of periodic reports on performance to the leadership team
- Quarterly audits in collaboration with key cross-functional stakeholders (Finance, HR, etc.)
- Own business and operational documentation
- Proactively identify opportunities for improvement across our processes and develop recommendations

QUALIFICATIONS
- 2+ years experience in management consulting, business operations roles, or similar experience
- Strong analytical and organizational skills, with proficiency in Google Sheets / Excel required, proficiency in data visualization tools (e.g., Tableau) a plus
- Excellent self-management skills - ability to organize, prioritize, and communicate updates
- Demonstrated experience in solving new problems with new solutions
- Ability to work cross-functionally to lead people towards a shared goal
- Entrepreneurial DNA; ability and desire to launch and run initiatives end-to-end
- Customer/Client service orientation + a demonstrated track record of building strong relationships
- Process & project management / improvement experience and willingness to learn (and then teach others) new tools
- Experience using a CRM (Hubspot, Salesforce) a plus

Location is remote

HOW TO APPLY
To be considered, please fill out our Expression of Interest form. Promising candidates will be contacted for interviews.

The Leadership Now Project believes that diversity is an asset. We seek to recruit, develop and retain the most talented people we can find. All qualified applicants will receive consideration for employment without regard to race, ethnicity, national origin, age, sex, religion, disability, sexual orientation, marital or familial status, veteran status, gender identity or expression, or any other basis protected by local, state, or federal law.