



Campus Compact Mid-Atlantic

Associate Director of Operations Position Description

Organization Overview:

Campus Compact Mid-Atlantic (CCMA) is the largest consortium of higher education institutions in the Maryland, Delaware, and Washington, DC metropolitan region. CCMA's purpose is to mobilize the capacity of higher education to enhance community life in the region while preparing students for lives of civic and community engagement by strengthening campus-community partnerships. CCMA's member presidents share a commitment to the civic mission of higher education and the value of integrating community engagement into students' academic and co-curricular experiences. CCMA supports teaching and learning opportunities that prepare students for lives of engagement and service to society. Member institutions include public, private, 2-year, and 4-year colleges and universities throughout Maryland, the District of Columbia, and Delaware. CCMA is a small 501c3 non-profit organization headquartered at Hood College in Frederick, Maryland and is an affiliate of National Campus Compact. As an organization, CCMA values and aims to create a culturally competent, diverse, and inclusive work atmosphere and strongly encourages applications from candidates of color.

Position Overview:

The Associate Director of Operations will be responsible for supporting the operational structure of CCMA and coordinating activities to develop current CCMA operations to ensure the organization can meet the needs of its members as it grows. Areas of responsibility include information technology, finance, grant compliance, program management as well as assisting the Executive Director in all aspects of organization management and growth. The incumbent will ensure CCMA compliance with Standards for Excellence for non-profit organizations. The Associate Director of Operations must support the vision and mission of CCMA and work to promote social justice, sustainability, and partnerships among the higher education community.

This position requires a self-motivated individual who is highly organized, with excellent judgment for managing competing priorities and multiple program timelines effectively. Due to the dynamic nature of the organization's operations, this position requires an extremely high level of organization, discretion, flexibility, and follow-through. The Associate Director of Operations will report to the Executive Director and work closely with the entire CCMA Team.

Objectives and Responsibilities:

General Operations (20%)

- Develop and adapt CCMA standard templates, policies, and procedures to enhance effectiveness and efficiency
- Act as project manager coordinating multiple timelines and deadlines for CCMA team
- Analyze and target areas, then implement strategies through which CCMA team can improve operations
- Work with CCMA's IT providers to ensure technology needs are addressed and develop IT solutions that support CCMA requirements

Office Management (20%)

- Manage the maintenance and organization of shared files, database, and distribution lists
- Coordinate, in conjunction with CCMA staff and volunteers, logistics and prepare for small and large events, maintaining RSVP lists and conveying relevant meeting information to attendees
- Collect and process data, such as survey results and evaluations
- Supervise contractual part-time staff or student office assistants
- Oversee supply needs

Governance and Contracts (10%)

- Manage document and creation and logistics for Board and Advisory Board meetings; create reports
- Follow up from Board and Advisory Board meetings, including minutes and tracking commitments
- Oversee federal awards and subcontracts for CCMA, including ensuring sub-awardee and contractor compliance with federal and CCMA policies
- Develop and coordinate Requests for Proposals (RFPs), nominations, and submissions for grant applications
- Coordinate the development, negotiation, and execution of project contracts and subawards

Finance and Grant Compliance (10%)

- Develop and track project budgets, grant documents, contracts, expenses, and amendments when required
- Monitor budgets and oversee quarterly and annual financial grant reporting
- Review and process expense reports and timesheets
- Assist in preparing for annual financial review and preparation of annual report

Support Executive Director (20%)

- Work closely with the Executive Director to coordinate member communication and services
- Schedule appointments and meetings for the Executive Director and manage calendar; plan and schedule meetings, conferences, and travel
- Anticipate and prepare briefing documents for meetings to maximize Executive Director's productivity
- Develop guidelines for employee evaluations, recruitment, and promotion
- Assist with special projects and initiatives as needed

Communication and Collaboration (20%)

- Serve as a point of contact for all institutional members via mail, email, phone, or in-person and ensure prompt response and follow-up on member requests
- Schedule and assign administrative projects to work study students and interns
- Develop and maintain strong working relationships with all levels of staff and partners
- Coordinate production of CCMA's Annual Report and CCMA's annual Model Programs Magazine
- Other duties as assigned

Other Skills, Abilities, and Qualities Sought:

- *Personal values which match CCMA's organizational values of service, community engagement, equity, social justice and interest in life-long learning*
- Ability to adapt and re-prioritize according to daily schedule changes, multi-tasking under timeline pressure
- Emotional intelligence and flexibility to accommodate a variety of workstyles, maintaining a positive, pleasant, highly professional attitude and discretion at all times
- Excel at delegating and completing tasks on time
- Reliability to work independently with minimal supervision and manage multiple responsibilities efficiently
- Ability to anticipate the implications and consequences of situations and take appropriate action to be prepared for possible contingencies

Required Qualifications

- Bachelor's degree and 5 years administrative office experience
- Analytical skills to evaluate data to make operational decisions
- Availability for minimal in-region travel (MD, DC, DE) up to 3-5 days a year
- Proficiency with necessary technology, including Microsoft Office, database, and the Internet

Preferred Qualifications

- Significant experience in operations
- Experience with higher education and non-profit sectors
- MBA, or comparable experience/degree in organizational management

Special Notes:

This position is full-time in a *small office* located at Hood College, in Frederick, Maryland. The CCMA team is currently comprised of four full-time employees, some national service positions, and part-time/contractual team members sharing an open office work-space. This is an exempt, salaried position with generous benefits including retirement contribution, vacation, health coverage, and professional growth opportunities. The Associate Director of Operations must be extremely reliable and able to maintain a high standard of accomplishment and professionalism in an autonomous environment.

To Apply:

Please email *cover letter, resume, and three references* to applications@mdccc.org with "ADO" and applicant's first and last name in the subject line. (Example Subject Line: ADO: Rodolfo Garcia-Hernandez) Review of applications will begin immediately and continue until the position is filled. For best consideration, please submit application by May 4th. Only qualified candidates will be contacted by CCMA.