Job Title: Operations Manager
Location: Harrisburg, PA
Employee Status: Full-time, exempt
Reports to: VP, People & Operations
Salary: $65,000-$75,000 with comprehensive benefits

About Team Pennsylvania

Team Pennsylvania is a statewide, dynamic, nonprofit organization co-chaired by the Governor and a private sector leader. As the Commonwealth's trusted neutral broker and convener, we bring together public and private partners to accelerate Pennsylvania's economic growth through collaboration and strategic investment.

We are a small, highly collaborative, high-performing team that values initiative, professionalism, and continuous improvement. Team members who thrive here bring a strong sense of ownership and personal responsibility, take pride in delivering excellent work, and actively contribute to a culture of trust and shared success. We approach challenges with a growth mindset, seeing obstacles as opportunities to learn, adapt, and improve, and we genuinely enjoy the journey together. We work hard, support one another, and have fun along the way.

Our work is guided by our Core Values, which shape how we show up for each other and for Pennsylvania.

The Position

This role serves as the operational backbone of the organization, ensuring Team Pennsylvania runs smoothly, efficiently, and professionally every day. It integrates operations, board governance support, technology systems, CRM administration, and office management into a cohesive, well-managed infrastructure.

Partnering closely with senior leadership and staff, the Operations Manager translates organizational priorities into strong processes, seamless logistics, and high-quality execution. At its core, this role enables the team to focus on strategy and impact by

ensuring the systems and structures behind the scenes work exceptionally well, and continuously improve.

This is a highly collaborative, hands-on position for someone who thrives in a fast-paced, high-achieving, low-ego environment. The ideal candidate brings a growth mindset, a strong sense of ownership, and pride in delivering detail-oriented, reliable work. They are tech-forward, energized by variety, and comfortable managing competing priorities. Above all, they are proactive problem-solvers who take personal responsibility for operational excellence and enjoy being a trusted partner across the organization.

Key responsibilities include:

Operations & Organizational Support

- Oversee day-to-day operational needs to ensure a well-run and highly functional organization.
- Project manage internal processes to ensure strong execution and follow-through.
- Serve as a key operational partner to leadership, supporting shifting priorities and emerging needs.
- Ensure all materials meet high standards for accuracy, quality, and brand alignment.
- Serve as the primary contact for third-party vendors and oversee operations-related contracts.

Board Operations & Governance Support

- Coordinate logistics and scheduling for Board and Committee meetings, including annual calendar planning.
- Partner with staff and leadership to compile, format, and distribute meeting agendas and materials, ensuring accuracy and on-time delivery.
- Facilitate virtual meeting logistics (Zoom setup, screen sharing, recordings, transcripts) and support in-person meeting preparation.
- Utilize AI tools to generate meeting minutes for review and approval.
- Maintain accurate board documentation, committee records, and operational processes.
- Support board nomination process, tracking, and related operational needs.

Technology & Systems

- Identify opportunities to improve workflows, collaboration, and efficiency through better use of systems and automation.
- Maintain the Team Pennsylvania website for routine updates and content changes. Coordinate with external designers and developers for larger website or branding projects.
- Oversee the compilation and distribution of the organization's monthly newsletter in partnership with staff.
- Maintain CRM integrity through proactive data hygiene, record management, list segmentation, and basic workflow configuration.

Office & Administrative Management

- Maintain an organized, professional office environment, including supplies, vendor coordination, and building liaison responsibilities.
- Support basic office logistics, including reception coverage, answering phones, visitor coordination, and meeting setup.
- Assist with donation processing and administrative tracking in coordination with staff.
- Support staff celebrations and internal events in partnership with the VP of People & Operations.

The Person

The Operations Manager will see themselves in the following examples:

You take real ownership.

- You anticipate needs, surface risks early, and bring thoughtful solutions. When something is yours, it moves forward without being chased. You take responsibility for outcomes and ensure priorities stay on track.

You bring structure to complexity.

- You are exceptionally organized and comfortable managing multiple priorities and shifting deadlines. You create clarity, build reliable systems, and hold a high bar for detail and execution.

You are intellectually curious and tech-forward.

- You learn new tools quickly and confidently administer systems. You actively seek opportunities to streamline workflows through process design, automation, and AI-enabled solutions.

You are energized by operational excellence.

- You genuinely enjoy building efficient systems and workflows that allow others to perform at their best. You take pride in creating order, clarity, and reliability, and you see operational work as mission-critical.

You thrive as part of a team.

- You see operations as a service to others and take pride in removing friction so your colleagues can focus on impact. You approach both high-level initiatives and hands-on tasks with equal care, recognizing that every detail contributes to our shared success.

Qualifications

- 5+ years of relevant experience in operations, organizational management, or a similarly scoped role within a fast-paced, high-accountability environment.
- Demonstrated experience using and adapting to a range of technology platforms, including:
    - CRM systems (e.g., HubSpot: data entry, reporting, workflows, segmentation, and data hygiene) or comparable experience
    - Basic website maintenance (e.g., WordPress)
    - Project management tools (e.g., Asana)
    - Productivity suites (e.g., Google Workspace)
    - AI-enabled tools (e.g., ChatGPT, Claude, Granola)
- Demonstrated experience designing and improving processes, implementing automations, and strengthening operational systems.
- Strong written and verbal communication skills, with the ability to exercise sound judgment and handle sensitive information with discretion and professionalism.