



Job Title: Operations Manager

Location: Harrisburg, PA (in office)

Employee Status: Full-time, exempt

Reports to: SVP of People & Operations

Salary: \$55,000-\$65,000 DOE 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, exercising independent judgment and discretion to manage board governance support, technology systems, CRM administration, and daily office operations as a cohesive, well-managed function. The Operations Manager anticipates office needs, translates organizational priorities into strong processes, and ensures the team is well-prepared and supported day to day.

This is a highly collaborative, hands-on role for a detail-oriented, proactive problem-solver who thrives in a fast-paced, high-achieving, low-ego environment. The ideal candidate brings a growth

mindset, sound judgment, strong ownership, and organizational skills; is tech-forward and comfortable managing competing priorities; and takes pride in being a trusted, reliable partner across the organization. The position reports to the SVP of People & Operations, works in close partnership with the entire organizational team.

The following focus areas will be key for this role:

Board Governance Support (30%):

- Coordinate the operational planning and execution of Board and Committee meetings, including scheduling, agendas, meeting materials, virtual meeting logistics, and in-person meeting support.
- Serve as the primary coordinator for Board and Committee meeting administration, including facilitating Zoom meetings, preparing minutes, tracking follow-up items, and maintaining accurate governance records.
- Manage project workflows and timelines using Asana to ensure Board and Committee deliverables are completed on schedule, working collaboratively with staff across the organization to gather, review, and distribute materials.
- Maintain Board governance records, including member rosters, committee assignments, term dates, orientation materials, and recognition of Board service.
- Track Board and Committee action items and decisions, following up with staff to ensure commitments are completed and governance records remain current.

CRM Administration and Support (HubSpot) (30%):

- Serve as the primary administrator for Team Pennsylvania's customer relationship management (CRM) system, HubSpot, providing day-to-day system management and strategic support across the organization.
- Manage user accounts, permissions, workflows, forms, and system configurations to align with organizational processes, policies, and evolving business needs.
- Maintain the integrity of CRM data by conducting regular audits, standardizing data entry practices, and managing dynamic stakeholder lists and reports for board members, donors, partners, and other key audiences.

- Provide end-user support, troubleshoot system issues, develop training materials, and deliver user training to encourage adoption and effective use of the CRM.
- Develop and maintain reports and dashboards that track engagement, participation, fundraising, and relationship activity to inform organizational planning and decision-making.
- Build, maintain, and optimize CRM workflows and third-party integrations (e.g., Fundraise Up, Asana, Slack, and document automation tools) to improve efficiency, reduce manual data entry, and ensure seamless information sharing across systems.
- Process charitable contributions, maintain accurate donor records, and support stewardship activities, including gift acknowledgments, donor correspondence, and recognition.

Operations and Office Management (30%):

- Coordinate and support internal meetings by preparing agendas and materials, capturing meeting minutes, tracking action items, and providing audiovisual and technical support for virtual, hybrid, and in-person meetings.
- Support the planning and execution of organizational projects, meetings, events, and other initiatives in alignment with Team Pennsylvania's priorities.
- Provide proactive administrative support across the organization by anticipating operational needs and helping ensure the office runs smoothly and efficiently.
- Serve as the first point of contact for the office by welcoming visitors, managing reception and phone communications, and preparing conference rooms and meeting spaces.
- Process incoming and outgoing mail, manage office correspondence, assist with check deposits, and perform other routine administrative functions.
- Maintain office supplies, equipment, shared spaces, and kitchen areas, and coordinate with building management, vendors, and service providers to support office operations and facilities.
- Support the organization's administrative operations by maintaining filing systems, coordinating records, organizational calendar, and assisting with other operational responsibilities as needed.

Team and Organizational Support (10%):

- Support routine human resources activities, including onboarding logistics, payroll processing, HRIS administration, and maintaining employee records and systems.

- Coordinate staff engagement activities, including employee celebrations, recognition, and holiday planning, in partnership with the SVP of People & Operations.
- Assist team members with day-to-day operational needs, ensuring they have the resources, tools, and information needed to perform their work effectively.
- Provide first-level technology support by assisting with basic printer and IT troubleshooting and coordinating with external IT providers to resolve issues as needed.

The Person

The Operations Manager is likely to see themselves in the following examples as they are designed to help you determine if this opportunity aligns with your own passion, purpose, skills, and experiences.

You love behind-the-scenes work

- You have a strong attention to detail and love making sure that work is accomplished in a way that is both high quality and efficient.
- You have a strong understanding of office operating procedures and systems.
- You have fun creating efficient systems and procedures for the office.

You are an operational ninja

- You excel at organizational, time management, and problem-solving skills, with the ability to prioritize and multitask.
- You are a strong communicator both written and oral, from staff to high-level partners (e.g. top management, board leadership).

You are attentive to the needs of in-office staff

- You are proactive and anticipate the needs of the various stakeholders that visit the office.
- You create a space for all staff to feel productive.

You go the extra mile

- You love to go above and beyond.
- You are committed to continuous quality improvement.
- You provide outstanding customer service.
- You hold yourself to a high standard of excellence.
- You have a positive, can-do attitude.

- You are resourceful and independent.

Qualifications

- At least 5 years of experience in at least one of the following roles: (Required)
 - Providing operational support in a busy, deadline-driven environment
 - Position that required a high level of customer service, attention to detail, project management, strategic prioritization, self-starter initiative, and/or administrative functions
- 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
 - Project management tools (e.g., Asana)
 - Productivity suites (e.g., Google Workspace)
 - AI-enabled tools (e.g., ChatGPT, Claude, Granola)
- Proven ability to work collaboratively as part of a team
- High level of personal responsibility, ownership, and sound judgment in managing multiple projects, priorities, and deadlines
- Excellent, versatile oral and written communication skills, with consistent professionalism across phone, email, and in-person interactions
- Ability to handle sensitive and confidential information with the highest level of discretion and integrity
- Demonstrated respect and professionalism in all interactions with staff, leadership, and external stakeholders

To apply, please [complete this application questionnaire](#)

For questions or additional inquiries, please contact hr@teampa.com