



## Operations Coordinator

### About UP RVA:

#### *Mission Statement:*

The mission of UP RVA is to empower students to achieve economic sustainability by providing access to exceptional secondary and post-secondary academic opportunities and bridging the educational equity gap. UP RVA is a 501(c)(3) nonprofit organization based in Richmond, Virginia. We support low-income students through a long-term model that includes middle school, high school, college, and post-secondary success programming. UP RVA currently partners with five independent schools in Richmond (Collegiate School, St. Catherine's School, St. Christopher's School, Steward School, and Trinity Episcopal School) and students attending colleges and universities across the country. As an organization, we value relationships, clarity, collaboration, humility, and thoughtful growth. We are a small but deeply mission-driven team committed to building systems and structures that allow both students and staff to thrive.

### Position Overview:

Reporting to the Chief Operations & Finance Officer (COFO), the Operations Coordinator will play a central role in helping UP RVA operate in a clear, organized, and proactive way. This position is responsible for coordinating and maintaining many of the internal systems that support the organization's day-to-day work, including organizational planning, project tracking, CRM management, workflow development, and internal communication systems.

This is not a general administrative support role. The Operations Coordinator will help create structure and visibility across teams while ensuring that timelines, systems, and processes are consistently maintained and moving forward. The ideal candidate is highly organized, proactive, detail-oriented, collaborative, and energized by building systems that help people work more effectively. This is a 12-month, full-time position based in Richmond, VA. The expected start date is August 1, 2026.

### Key Responsibilities:

#### *CRM & Organizational Systems*

- Serve as an internal lead for UP RVA's CRM platform (CoPilot), including ongoing management, organization, and staff support.
- Build and maintain systems related to:
  - Student records and enrollment
  - Admissions tracking
  - Program participation
  - Family communication workflows
- Support staff training and consistency in data entry and system usage.
- Help ensure organizational data is accurate, organized, and accessible.

#### *Organizational Planning & Project Coordination*

- Build and maintain centralized organizational calendars and planning systems.
- Coordinate timelines for major organizational initiatives, including:
  - Admissions cycles
  - Student and family programming
  - Community and fundraising events
- Track projects and organizational priorities across Academic, Operations, and Development teams.
- Support follow-through and accountability around timelines, deliverables, and next steps.

### ***Workflow & Process Development***

- Help develop and refine workflows for recurring organizational processes.
- Maintain clear internal procedures and systems documentation.
- Improve consistency and clarity in how work is coordinated across teams.

### ***Website & Communication Systems***

- Maintain the accuracy and functionality of the UP RVA website.
- Coordinate updates to organizational information, program details, admissions information, and student outcomes data.
- Support internal communication systems across:
  - Google Workspace
  - Slack
  - Shared calendars and planning tools
- Help improve organizational clarity and reduce communication gaps.

### ***Events & Organizational Support***

- Support the planning and coordination of organizational events and major initiatives.
- Build and manage project timelines for internal and external events.
- Coordinate communication and readiness across multiple teams to ensure strong execution.

### **Qualifications and Skills:**

- Bachelor's degree preferred.
- 1–3 years of professional experience preferred, particularly in traditional or lean project management.
- Strong organizational skills and close attention to detail.
- Excellent written and verbal communication skills.
- Comfort managing multiple projects and timelines simultaneously.
- Strong systems-thinking and problem-solving skills.
- Facility with technology and willingness to learn new platforms and systems.
- Ability to work independently while also collaborating effectively across teams.
- Demonstrated initiative, follow-through, and reliability.
- Experience with CRMs, project management tools, Google Workspace, or data systems is preferred.
- Passion for educational equity and supporting students from historically underserved communities.

### **Salary & Benefits:**

Salary for this position is \$60,000 annually. UP RVA offers a comprehensive and competitive benefits package, including:

- Medical, dental, and vision insurance
- Paid vacation and school-based holiday closures
- Retirement plan participation
- A collaborative and mission-driven work environment

Some evening and occasional weekend work may be required during key organizational events and programming periods.

### **Statement of Non-Discrimination:**

UP RVA is committed to creating a diverse and inclusive environment and is proud to be an equal opportunity employer. We encourage people from all backgrounds, ages, abilities, and experiences to apply. All qualified applicants will receive consideration for employment regardless of race, color, ancestry, gender, gender identity or expression, national origin, age, religion, ability, marital or family status, sexual orientation, or veteran status.

### **To Apply:**

Applicants should submit a résumé and a brief letter of interest to **Paul Bateera**, Chief Operations and Finance Officer, via email to [pbateera@uprva.org](mailto:pbateera@uprva.org). References should be available upon request.