



PENCIL
Public Education Needs Community Involvement and Leadership

JOB DESCRIPTION

Chief Operating Officer

Reports to: President and CEO
Supervises: VP of Development and Marketing, VP of Partnerships and Programs, Business Manager, Data Manager, Executive Assistant
Wage Scale: \$95,000 - \$105,000 annual equivalent salary
FLSA Status: Exempt

PENCIL'S VISION AND TEAM VALUES:

PENCIL exists to create a world where Metro Nashville Public School (MNPS) students and teachers have equitable access to resources and opportunities, empowering students to succeed now and in the future. We will do this by creating a community that respects the unique perspectives and experiences of all stakeholders through proactive listening, continuous learning, and tireless advocacy for every student.

Our work is guided by the needs of MNPS, is student centric, and is achieved through intentional partnerships and tangible engagements.

As the PENCIL team, we will:

- Be collaborative and inclusive
- Act with transparency and integrity
- Demonstrate kindness and gratitude

POSITION SUMMARY:

The Chief Operating Officer is responsible for assuring that the operating activities of PENCIL are running smoothly and efficiently at all times. The goal of this position is to help assure the executive team is clear in their objectives, has the guidance and resources they need to be successful, and the staff and board are providing critical supports throughout all aspects of the business. Proactively focusing on these elements in close partnership with the CEO will assure that the CEO has significant capacity for relationship building and expanding the impact of PENCIL's work.

ESSENTIAL FUNCTIONS:

1. Oversee the daily operations of all aspects of the business and the work of top leadership

Linking community resources to Nashville Public Schools to help young people achieve academic success and prepare for life.

7199 Cockrill Bend Blvd | Nashville, TN 37209
hr@pencil615.org | www.PENCILforSchools.org



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2. Assure key strategies and work plans are designed and implemented to guide success at identified targets
3. Provide support to all revenue generating activities, particularly fundraising, to assure financial stability and financial growth for PENCIL
4. Support the meaningful engagement of PENCIL's board teams to maximize their impact and PENCIL's impact
5. Focus on a deeper use of data and data systems to drive shifts in our work for greater efficiency and productivity
6. Guide all aspects of our human resource management to provide staff and volunteers with a welcoming and inclusive environment with many opportunities for professional and personal growth
7. Foster a success-oriented, accountable environment
8. Assure systems documentation is in place for all critical business components and regularly audit our practices against our plans; update documentation regularly
9. Pay specific attention to key deadlines to assure we always meet them
10. Provide oversight to key financial activities – bi-weekly payroll, monthly financial reports/forecasting, annual budget process, annual audit
11. Assure website and core marketing materials reflect the best brand image for PENCIL and reflect our commitment to DEI leadership and implementation of related policies and procedures
12. Attentive to risk management with particular attention paid to our partnership with MNPS to manage all volunteer background checks for the district
13. Review and approve all contracts; track key elements for compliance
14. Assist in the development of current and long-term organizational goals through the evolution and use of our strategic plan, including being a key driver of expansion opportunities
15. Provide effective and inspiring leadership, internally and externally; manage key business relationships successfully
16. Perform other functions as assigned

QUALIFICATIONS:

- **EDUCATION** – Minimum of a Bachelor's Degree but a Master's degree is a plus
- **SKILLS** –
 - Aptitude in decision-making and problem-solving
 - Understanding of business functions such as Development, Marketing, HR, and Finance
 - Working knowledge of data analysis and performance/operation metrics
 - Demonstrable competency in strategic planning and business development
 - Outstanding organizational and leadership abilities
 - Excellent interpersonal and public speaking skills
 - Understanding of ways to support equity and inclusion within organizations



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- Demonstrates the ability to thoroughly document workflows and timelines
- **EXPERIENCE** – Minimum of five years’ experience as an executive with strategic thinking responsibilities; experience in fundraising with an understanding of the different approaches to fundraising at various levels and the key drivers that lead to success
- **CONFIDENTIALITY** – Ability to manage sensitive information in a professional and confidential manner as outlined in PENCIL’s Confidentiality Policy

ENVIRONMENTAL CONDITIONS & PHYSICAL DEMANDS:

- Moderate physical activity performing somewhat strenuous daily activities of a primarily administrative nature.
- Manual dexterity sufficient to reach/handle items, works with the fingers, and perceives attributes of objects and materials.
- The employee must occasionally lift and/or move up to 25 pounds.
- The employee is required to stand, walk, climb, and balance.

WORK SCHEDULE & HOURS:

This position works 40 hours each week, typically Monday – Friday 8 a.m. – 5 p.m., with occasional evening and weekend hours for special events.

DISCLAIMERS:

This job profile is not intended to be all inclusive of tasks required, it is to provide a general description of essential job responsibilities.

PENCIL is an affirmative action and equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, gender expression, national origin, age, protected veteran or disabled status, or genetic information.