



## Job Posting: Operations Manager

### Position Overview

You are: an immaculately organized, detail-obsessed self-starter who enjoys creating calm from chaos and connecting authentically with a variety of people. While you're polished and discreet with a high EQ, you're also authentic and unafraid to be yourself. You love learning, you're inquisitive, and you're eager to grow and collaborate in all areas of your professional life. You're able to work autonomously and remotely, you respect deadlines, and you're great at anticipating and troubleshooting problems.

Broad Lake is: a boutique consulting firm that supports nonprofit organizations through strategic planning, organizational development, fundraising leadership and coaching, and relationship-based change management. We serve clients across Wisconsin and beyond — including schools, colleges, arts and culture organizations, private foundations, and healthcare nonprofits — approaching each engagement with curiosity, joyful energy, and a desire to learn and collaborate. Our work is deeply customized, high touch, and grounded in trust, transparency, and the belief that nonprofit leaders and their organizations thrive when people and systems work in harmony. We love our clients and value the work they're doing in order to make the world a better place.

Due to its rapid growth, Broad Lake is now hiring an Operations Manager in order to create space for the Principal Consultant to stay focused on strategic work. This person will provide critical administrative and project support to the Principal Consultant, keeping the business running smoothly while helping to brainstorm ideas for future improvement.

This is a remote, part-time contractor position (approximately 15-25 hours/month) with flexible scheduling. It is expected that the Operations Manager will check their Broad Lake email several times daily Monday - Friday, but they will otherwise be left to manage their own calendar as long as deadlines are met and performance metrics achieved. Occasional same-day turnaround for time-sensitive work may be requested with notice, and there will be regular meetings, either virtual or in person, scheduled in advance with the Principal Consultant.



## Key Responsibilities

### Operations + Business Administration (40%)

- Manage client invoicing cycles, including tracking billables, mileage, reimbursables, and payment follow-up.
- Prepare and send client contracts; manage signature workflows; file required documentation with the State of Wisconsin.
- Maintain annual registrations, payment, and compliance calendars.
- Compile monthly expense records and organize receipts and records for tax preparation.
- Assist with scheduling and general administrative support.
- Maintain clean, organized digital files and project folders in the Google workspace.
- Liaise with other subcontractors.
- Help steward Broad Lake's collaborators and supporters.

### Client Project Support (40%)

- Organize and categorize client context documents.
- Schedule stakeholder interviews and prepare interview notes templates.
- Using provided content or bullets, draft preliminary materials for review.
- Format reports, agendas, and presentations into branded, client-ready documents.
- Produce supporting visuals (timelines, gift pyramids, tables, simple infographics) using templates.
- Conduct and summarize online research.

### Brand + Content Execution (20%)

- Develop and maintain branded templates (agendas, reports, dashboards).
- Post content provided by the Principal to the website and/or company LinkedIn page.
- Periodically review the Broad Lake Partners website for accuracy and needed updates.

## Required Skills + Experience

- Outstanding interpersonal and communication skills.
- Strong proficiency with Google Workspace.
- Excellent organizational and document-management abilities with strong attention to detail.
- Basic familiarity with Canva or similar design tools.
- Strong writing, proofreading, and formatting abilities.
- The ability to be anticipatory, adaptable, and proactive – always thinking two steps ahead.
- Strong pattern recognition and reasoning skills.
- A willingness and ability to learn and improve upon software and systems.



## Preferred Experience

- Experience supporting consultants or executive leaders.
- Familiarity with best practices in nonprofit governance, and/or strategic planning.
- Data or CRM management.
- Basic understanding of nonprofit structures and fundraising terminology.
- Comfortable making minor edits in Squarespace.

## Hours, Format + Compensation

- 1099 contractor agreement of 5 – 10 hours/week with potential for growth.
- Flexible schedule; mostly asynchronous work with some availability required during business hours.
- Compensation rate of \$35 - \$45 hourly depending on skills and experience.

## Start Date

As soon as possible. The role will remain open until filled.

## How to Apply

Please send a résumé and cover note to [aliya@broadlakepartners.com](mailto:aliya@broadlakepartners.com) describing why this role resonates with you, any relevant experience you'd like to highlight, and a description of the best example of a project or workflow you've organized. Should you be considered as a finalist for this role, you will need to provide three references later in the process.

Broad Lake cultivates a joyful culture of inclusion for all clients, partners, and employees that respects their individual strengths, views, and experiences. We believe that our differences enable us to be a stronger team – one that makes sound decisions and delivers better results for the people we serve. We are an equal opportunity employer and consider applicants for all positions without regard to race, color, creed, religion, sex, age, national origin, marital status, disability, or sexual orientation.