



**PENCIL**  
Public Education Needs Community Involvement and Leadership

## JOB DESCRIPTION

# Executive Manager (PT)

**Reports to:** CEO  
**Supervises:** Volunteers, Interns  
**Schedule:** Part-time, 20 hours per week  
**FLSA Status:** Non-exempt  
**Wage Scale:** Starting at \$30 per hour

### PENCIL'S MISSION, VISION, AND CORE COMMITMENTS:

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

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** —By encouraging conversations that amplify and uplift the voices of all students and communities, especially those marginalized by inequitable systems.
- Act with **transparency** and **integrity** — By striving to continually educate ourselves, intentionally recruit and retain diverse staff and stakeholders, and encourage everyone to share their authentic perspectives and experiences to our work.
- Demonstrate **kindness** and **gratitude**— By valuing the unique experiences that each student, staff, and community member bring to our work.

### POSITION SUMMARY:

The Executive Manager's responsibilities are both very detail-oriented and yet require a high level of customer service. Ability to quickly take direction and execute tasks independently are critical to success in this role. The responsibilities are varied and will demand the ability to manage many open items simultaneously without letting any one item stay open too long. Must ask questions when more information is needed in order to be successful. Attention to timelines is also critical.

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This position is integral to the high functioning of PENCIL's executive team. The goal is that this team member makes the senior management team more efficient by managing their emails, calendars, etc.

## **ESSENTIAL FUNCTIONS:**

### **Support of Executive Team—excluding the Chief Partnerships and Programs Officer (80%)**

*Overall objective – maximize the time the senior team can spend on higher level activities by managing their calendars and emails*

- Calendar management for executive team - scheduling meetings, sending calendar invitations and email reminders; confirming meetings in advance
- As requested, monitor emails, and eliminate as many distractions as possible
- Prepare and send emails on behalf of the CEO, via Outlook and Salesforce
- Handle all administrative details to support programs or processes under the direction of the CEO. Includes handling requests for information, sending out routine letters and inquiries, answering questions, following up on problems or needed changes
- Prepare and submit expense reports for executive team
- Be handed a situation that needs completion, understand the desired outcome and 'just handle it' in a professional and thoughtful way
- Enable executive team to make quick and timely decisions by gathering the facts of a given situation

### **General Support (20%)**

*Overall objective – maximize the productivity of the running of the business*

- Monitor MNPS School Board meetings to assure CEO reviews agenda in advance of the meeting
- Screening phone calls and assisting outside callers in reaching the right person in the organization
- Sorts and distributes mail and other deliveries. Prepares outgoing mail as needed.
- Maintains schedule of use of conference rooms
- Assure warehouse, kitchen, and office space is orderly; maintain office and kitchen supplies
- Flexible in supporting any office projects needing extra attention due to specific deadlines
- Assists other administrative support staff in projects and cross-coverage if needed
- Document management – edits and organizes PENCIL procedures for all aspects of the business
- Document all activities in the designated customer relationship management tool (Salesforce) in a timely, accurate and complete manner to assure a full picture of all partnerships, ensuring that data is kept current at all times
- Performs other functions as assigned



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## QUALIFICATIONS:

- **EDUCATION** – Bachelor's Degree is preferred or equivalent experience
- **CRITICAL BEHAVIORS** –
  - Measurable attention to detail
  - Ability to communicate (write, speak) in the voice of the CEO and other executive team members
  - Regularly making decisions that keep PENCIL's brand image strong
  - Thinking beyond the task at hand to the impact the result the task will have
  - Draw conclusions and make suggestions for action
  - Able to work independently and proactively without daily instruction
  - Unquestionable discretion and integrity
  - Adept at anticipating the needs of "C" level executives
  - Strong planning and execution skills. Ability to change direction quickly if situations change.
  - Ability to absorb constructive criticism well
  - Proactively ask questions when a task/project is unclear
- **SKILLS** –
  - Success with mastering technology and using it to gain efficiencies (i.e. implementing an on-line calendar scheduling tool rather than using emails to schedule meetings)
  - Excellent customer service and relationship management skills
  - Ability to work efficiently, prioritize multiple tasks, and hit deadlines
  - Demonstrable teamwork and conflict resolution skills
  - Organized and able to keep accurate and detailed documentation
  - Excellent written and oral communication skills
- **EXPERIENCE** – 3 + years of experience in a similar role providing high-level assistance to an executive
- **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.



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## **WORK SCHEDULE & HOURS:**

This position will regularly be scheduled to work 20 hours each week, typically Monday – Friday between 10 a.m. – 2 p.m., with occasional evening and weekend hours for special events.

## **DIVERSITY & EQUAL OPPORTUNITY:**

PENCIL is committed towards developing a diverse staff that reflects the community we serve. Research shows that candidates from underrepresented communities often do not submit a resume if they do not feel highly qualified in all areas, therefore we extend an invitation to all candidates to apply, especially those from historically underrepresented communities, including but not limited to, those identifying as Black/African American, Indigenous/Native, Hispanic/Latinx, Asian American/Pacific Islander, Middle Eastern/North African and other people of color; LGBTQ+ candidates; and candidates with disabilities.

*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.*

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

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Employee Signature

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Date