

## Cycle Operations Manager

### Description

About Scale to Win: Scale to Win is a fully remote progressive, political tech company founded in 2020 by organizing leaders from the Biden/Harris, Bernie 2020, Warren 2020, Bernie 2016, and Hillary for America Presidential campaigns. Product offerings include Scale to Win Spoke, a P2P texting platform, the Scale to Win Dialer, a predictive calling tool, and our new, "All in one" shortcode and longcode texting tool, Scale to Win Text. Scale to Win offers turnkey "We Text" services, where our team builds text campaigns, sends messages, collects data, and ensures compliance on behalf of clients. We work with more than 3,000 Democratic and progressive campaigns and organizations driving change. Current and past clients include the Biden-Harris campaign, the Democratic National Committee, the Working Families Party, AFL-CIO, UFCW, MoveOn, and For Our Future. About the Role: We're seeking a Cycle Operations Manager to streamline our data management, customer billing, and customer onboarding processes. This role is vital in managing the flow and storage of data through various platforms, handling monthly billing and customer inquiries, and setting up and onboarding new customers. As an Operations Manager, you'll play a key role in our organization, ensuring operational efficiency and the highest level of service. The position reports to our Director of Operations. We are an entirely remote team, so this person will be based remotely (within the US). This is a full-time, temporary position for the 2024 election cycle, expected to end on December 31st, 2024, with potential for renewal. Essential Duties: Ensure the efficient coordination of various pieces of financial operations, such as invoice and contracts, record keeping, CRM tracking, and other logistics as needed. Support the onboarding of new customers partnering with Customer Success, in regards to our text and dialer platforms. Support some finance processes and projects as needed. Prepare and make recommendations for process improvements when applicable. Other duties as needed. About You: 3-5 years of experience supporting operations for electoral, political, advocacy, organizing and/or social movement organizations. Technology knowledge and experience working with various platforms and tools including Google Suite, Slack, Zoom, etc. Intermediate proficiency with Microsoft Excel strongly preferred. Strong interpersonal skills. Demonstrated ability to set up processes, systems, and workflows, ensure adherence and follow-up, and continually improve them. Excellent communication skills, both written and verbal. Good judgment to manage sensitive and confidential matters. Exceptional attention to detail and high level of accuracy. Self-starting and proactive. Ability to organize and prioritize a complex work plan with ever-changing details. Excellent time management skills. Strong problem solving and critical thinking skills. Experience working remotely. Flexibility; position may evolve, and your responsibilities may shift over time. Comfort working in fast-paced environments and ability to navigate complex and nuanced situations. Willingness to work some weekends and evenings, especially as we approach peak election times and experience peak volumes with our clients. A strong progressive. We work with Democratic and progressive candidates and causes. We are strongly committed to advancing a more just future for all. The Offer: \$80,000 annualized salary. As part of our commitment to equity, salaries are non-negotiable: everyone in the same role receives the same salary. Discretionary election-year bonuses. These are typically paid out monthly and, for this role in 2024, range from \$2,100 to \$6,000 per month. Eight paid company holidays from May-November 2024, plus a weeklong holiday break at the end of the year. A paid time-off policy that includes 1.5 vacation days for every month of employment, plus six paid sick days. Both vacation days and sick

### Hiring organization

Scale to Win

### Job Location

Remote

### Base Salary

\$ 55000 - \$ 80000

### Date posted

June 9, 2024

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days are granted as a lump sum at the start of the term of employment, rather than accrued monthly Fully-paid premium, \$0 deductible, top-notch medical insurance, as well as dental and vision insurance, for you and your dependents. Remote working with flexible working conditions, a stipend to support your home office setup, and access to a company computer. Every employee is invited to donate 25,000 free texts to a non-profit of their choice each year. Note, this position is a temporary "cycle hire" for the 2024 election cycle, expected to end on December 31st, 2024, with potential for renewal. How to Apply: To apply for this position, please visit <https://scaletowin.com/careers> and fill out the application. Be sure to select, "Cycle Operations Manager" from the position dropdown. The position will be open until filled and applications will be reviewed on a rolling basis. In keeping with our beliefs and goals, no applicant will face discrimination or harassment based on race, color, ancestry, national origin, religion, age, gender, marital domestic partner status, sexual orientation, gender identity, disability status, or veteran status. Above and beyond discrimination/harassment based on protected categories, Scale to Win also strives to prevent other, subtler forms of inappropriate behavior (e.g., stereotyping) from ever gaining a foothold. Whether blatant or hidden, barriers to success have no place at Scale to Win. Please mention the word **\*\*EXAMPLARY\*\*** and tag RMy4yMzkuMTg5LjY1 when applying to show you read the job post completely (#RMy4yMzkuMTg5LjY1). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

## **Contacts**

Job listing via RemoteOK.com