



Company: BrainTrust

Position: Operations Manager

Location: Nashville, TN

What We Do

BrainTrust is focused on helping women owned businesses break the \$1 million in annual revenue threshold. Our Membership-based organization is a national community of women business owners. Our members use their Vaults™(masterminds) to champion and challenge one another to grow their companies to their fullest potential. We share experiences in a respectful, open, and confidential space, and we celebrate the many aspects of diversity in each of our members, staff, and partners. We are NOT a networking group or social club... rather we show up to get things done.

We exist to change the business world - giving women an equal opportunity to build financial independence, wealth, and influence.

The Operations Manager will oversee the day-to-day activities of the company, ensuring that the organization is managed and performing efficiently and effectively. They will coordinate with other support departments such as member experience and sales to ensure successful operations. Oversees Accounting, Payroll and Benefits, Office Management, IT, and Systems Administration. This role will be helping us build systems and processes that are scalable as we expand.

Key Criteria/Requirements:

- Minimum 5 years relevant business experience
- Bachelor's Degree or relevant experience in business or related field
- At least 1 successful year in a startup or smaller, entrepreneurial organization
- 1 year bookkeeping/accounting experience; competency in Quickbooks Online (AR/AP)
- Experience building workflows and connecting APIs in Monday.com
- Proficient in MS Office
- 1 year human resources experience in working with an outsourced partner(Gusto, Payroll, Benefits)
- Demonstrated ability to work largely independently with minimal supervision
- Excellent verbal and written communication
- Attention to detail is high
- Ability to work independently and proven track record of delivery results
- Ability to manage multiple projects and move them forward concurrently
- Fast learner with a positive attitude towards a driven and fast-paced work culture
- Must be process oriented and create automation and systems within the position

Accountabilities:

- Responsible for all Accounts Receivable and Accounts Payable. All Member invoices are accurate and paid on time. Work with an outsourced bookkeeper to close books by the 15th of the month.



- Manage relationships with Benefits and Payroll vendors to ensure payroll is paid on time, benefits program executed, and employee onboarding experience is the “best first day ever”.
- In-house expert on Monday.com and the go-to for the BrainTrust team to build workflows.
- Maintain our internal and external event and team calendars.
- Update and manage change to Member status, events, posts, and messages on BTAcess, our proprietary Member portal.
- Work with outsourced MSP to transition from Google Drive to Office 365. Quarterly reviews with MSP.
- Legal: File and maintain all legal documents and notify leadership within 90 days of renewal
- Office management: maining a clean and organized office environment with supplies and equipment maintained for staff. Organize and supervise other office activities.
- Administration: Greet visitors to the office; Answering the phone in a professional manner; Coordinate scheduling of the meeting spaces; Provide administrative support to Executives as needed, provide general office support with a variety of clerical activities and related tasks.
- Identify, write and automate standard operating procedures for this role. Ensure the smooth and adequate flow of information within the company to facilitate other business operations.
- Attend and assist with events as part of the team.
- As this role and the organization grows, additional responsibilities may be assigned.

Our Core Values

- **We respect the BrainTrust:** Confidentiality is important when dealing with Member and employee information. Respectful at all times for all team members and Members.
- **Candor with Kindness:** Ability to deliver information or requests of Members and employees with kindness and while holding people accountable. Able to ask for invoices to be paid or receipts to be turned in with firmness but with kindness as well.
- **GSD Thoughtfully:** It’s all in the details. Has the ability to move quickly but thoughtful enough to avoid mistakes. Think two steps ahead and see the bigger picture of decisions. Create and develop processes that will help automate and drive efficiency.
- **Be Warm and Welcoming:** Any Member communication and interaction is done with a smile and warmth. Written communication is warm and with a client-focus.
- **Make Work Fun:** Invoices and operations isn’t always glamorous, however engaging the team in a fun way to utilize and implement our tools is effective.

Job Type:

- Full-time, In-Person
- Nashville, Tennessee

Schedule:

- Monday to Thursday, 8:30am-5:00pm
- Friday 8:30am-12:00pm
- Some evening events 1-2 times/month
- Flexible work environment

Benefits:



Health Insurance, Dental/Vision Insurance, Health Savings Account (HSA), Life Insurance, 2 Weeks Paid Time Off with all major holidays, Parental leave, Company Profit Sharing Program, 401(k) matching

To Apply:

Please fill out the job application form at ourbraintrust.org/careers/

BrainTrust is an Equal Opportunity Employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.

This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. [Company Name] makes hiring decisions based solely on qualifications, merit, and business needs at the time.