



Consensus Building Institute, Inc. Operations Manager

Consensus Building Institute, Inc. (CBI) is a not-for-profit organization created by leading practitioners and theory builders in the field of dispute resolution. CBI serves public, nonprofit, and private clients worldwide by providing facilitation, collaboration, and dispute resolution services; training in negotiation and consensus building techniques; and evaluative research. CBI also plays a key role in helping to build the intellectual capital of the field. CBI believes that our most challenging problems are solved through collaboration. When the ideas, values, and voices of all affected stakeholders are included, we can achieve outcomes that are wise, fair, and lasting.

Consensus Building Institute, Inc. (“CBI”) is an equal opportunity employer. We aim to be a place where a diverse mix of talented people do their best work together. We encourage applications from candidates with diverse backgrounds, including but not limited to race, ethnicity, gender, religion, disability, age, or sexual orientation. Persons of color are strongly encouraged to apply. CBI is committed to diversity, equity, and inclusion both within our organization and in our collaboration practices.

For further information about CBI, please visit our website at: www.cbi.org.

CBI is happy to announce that we are seeking an Operations Manager to join our finance and operations team. This position will report to the Chief Financial and Operating Officer (CFOO). The successful candidate will be a proven operations generalist who has a passion for developing and helping organizations grow, and who shares CBI’s mission and values.

Job Description:

Office Management (20%)

- Serves as the on-site office manager for our Cambridge office.
- Assists in planning staff functions such as meetings, staff lunches and retreats.
- Assists in administrative functions related to our Board of Directors.

Systems & Tools Management (20%)

- Oversees and enhances our portfolio of internal systems & tools and serves as the main point of contact for staff alongside our external IT firm.
- Works to centralize and streamline shared systems and tools, increase staff adoption, and oversee staff training and outreach.

Human Resources (20%)

- Serves as the staff HR point of contact and participates in a number of areas including recruitment, onboarding, performance management, policy management, and open enrollment.
- Supports and further enhances the staff experience at CBI such as through the development of policies, initiatives, feedback mechanisms, and staff development programs.



Project Support (40%)

- Provides administrative support to CBI projects as needed
- Participates in meeting planning and assisting in areas such as scheduling, researching venues and organizing materials, A/V, catering, and other meeting needs.

Required Qualifications:

- Two to four years experience and skills in supporting operations in a professional organization, such as a government agency, consulting firm, or nonprofit organization
- Associate's or Bachelor's degree or equivalent skills credentials
- Knowledge of HR requirements, compliance and administration
- Ability to successfully handle multiple tasks and work with diverse individuals and organizations in a fast-paced environment
- Detail orientation and initiative in clarifying needs and requirements for logistics, documents, and other activities and products with staff
- Demonstrated ability to work independently, responsibly, and diligently while also being an effective team player
- Excellent verbal and written communication skills
- Tech-savvy and skilled in the Microsoft Office Suite, Google Workspace, Adobe, Zoom and other cloud-based systems and tools
- Willingness to work out of the office in Cambridge, MA for at least two days per week.

Preferred Qualifications:

- Able to work with online tools to engage stakeholders virtually and in face-to-face meetings as well as familiarity with project management tools and programs
- Interest in the conflict resolution and consensus building field and in further developing relevant knowledge and skills
- Fluency in a foreign language

Professional Development Opportunities:

We are looking for someone who is highly motivated in an operations support role, eager to learn about the field, and willing to work at least three years at CBI. This role will have access to multiple professional development opportunities, including training in NetSuite Project Management modules and training in the Mutual Gains Approach to negotiation. This position could have future advancement opportunities in the project and contracts management space or in the practitioner space, depending on performance, interest, and availability.

Compensation:

Salary range: \$55,000 – \$65,000 annually. In addition to competitive compensation, CBI offers an excellent benefits package.

To apply:

Please send your cover letter and resume via email to work@cbi.org using the subject line "Operations Manager."