

JOIN OUR SQUAD

lesbiansWHOTech
QUEER | INCLUSIVE | BADASS



OPERATIONS ASSOCIATE OR MANAGER (DEPENDING ON EXPERIENCE)

THIS IS A FULL-TIME, REMOTE POSITION

Base Salary :: 70,000 - 80,000/year

Benefits:: Health Insurance, Vacation & Sick Time, Computer Stipend & more

ABOUT THE ROLE ::

The Operations Associate or Manager (depending on experience) will support various sales and operations projects and initiatives within Lesbians Who Tech & Allies and include. We are a small and noble team who needs an associate or manager that will support all projects and initiatives that go into our daily operations, including the successful execution of our annual Summits. Think of yourself as a utility player that can step in and support other roles as needed. You will work extremely closely with the CEO and VP Squad to keep us on task and jump in to get us over the finish line when needed.

Your approach to your work: This is the right fit for someone that gets excited by a challenge, wants to learn and work hard, and wants to really make an impact. We are a small and scrappy team trying to achieve what feels like the impossible at times. As Glennon Doyle says, you can do hard things.

We promise: You will learn more here about media, events, diversity & inclusion, teamwork and entrepreneurship than anywhere else.

WHO YOU ARE ::

- You love solving hard problems.
- You are comfortable taking action while dealing with ambiguity.
- You are resourceful and eager to seek out knowledge.
- You are an over-communicator and know how to manage-up.
- You are able to pivot quickly and adapt to change.
- You love supporting and collaborating with teammates for shared success.
- You thrive in environments without structure (i.e. small teams), while pushing towards assisting in operationalizing areas of the business.
- You love and enjoy making the impossible possible, i.e. your first thought is, "let's find a way to make this work."
- You love the fast pace of events and small startups.
- You love email and communication tools like Slack & Trello.
- You hold yourself accountable to meeting deadlines and delivering the highest quality product.

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WHAT YOU'LL DO ::

- Support all things related to operations, events, and programmatic work.
- Support sales team in maintaining our CRM and other data sets, analyzing past events to find leaders in our community we should connect with, assisting with email outreach to potential sponsors, and additional items, as needed.
- Support customer service for Lesbians Who Tech & include
- Assist in creating and maintaining SOPs and playbooks for both Lesbians Who Tech & include
- Assist in managing and maintaining branded merchandise and online store.
- Support in executing sales email campaigns through Streak and Mailjet.
- Serve as a utility player in supporting administrative aspects of Lesbians Who Tech & Allies and include

EXPERIENCE & QUALIFICATIONS ::

- 3+ years in a customer service environment
- In-person and virtual event experience a plus
- Savvy individual with ability to think outside the box and act quickly
- Passion for elevating our brand and growing our community
- Effective communicator across all levels
- Keen attention to detail in all aspects of work
- Thrive in ambiguity, and in fast-paced environments
- Strong listening skills and the desire to achieve shared success

Technical Capabilities & Platform Experience:

- Google Workspace :: Gmail, Google Docs, Google Sheets (including familiarity with formulas)
- Email Marketing :: Streak, Mailjet, Mailshake
- CMS/Webpage Creation :: WordPress a plus
- CRM Experience :: Hubspot and/or Streak a plus
- Event Platforms :: Hopin, Bizzabo a plus

THE COMPANY ::

[Lesbians Who Tech & Allies](#) is the largest LGBTQ technology community in the world -- committed to visibility, intersectionality, and changing the face of technology. We are 100,000 LGBTQ women, trans, people of color, non-binary people, and allies in tech in 100+ cities worldwide. Over 30,000 women and non-binary people in tech attended our Pride Summit in 2020, making us the largest professional LGBTQ event in the world.

Our programmatic work includes a coding scholarship for non-binary and LGBTQ women called the Edie Windsor Coding Scholarship Fund, a mentoring program called, Bring a Lesbian to Work Day, and a leadership program -- #LWTSQUAD -- focused on supporting our community as they level up their careers. We're not just creating communities; we're pushing the tech sector to be more inclusive and changing the face of the entire tech industry.

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