# \*UPDATED ON 9-23-22 WITH NEW TIMELINE\*

# Office Manager

## Frequently Asked Questions

*Because we value your time, we’ve written these FAQs to give you information about the Office Manager role, Community Colleges of Spokane (CCS) and the CCS Foundation upfront.*

### THE BASICS

#### Where is this job located?

**Spokane Washington!** Spokane and the surrounding region is a beautiful place to live. After a 6 month get-settled period, we do offer both hybrid and flexible schedule options and anticipate that this role might be eligible for 2 remote-work days each week, depending on office scheduling.

#### What is the start date?

October 2022.

#### What is the salary range for this role?

This is a full-time classified position, with a starting salary of $42,696, along with an amazing list of benefits, which you’ll find more about below.

#### What are the typical office hours?

Our typical office hours are 8:00 am-5:00 pm with flexibility possible after those first 6 months. CCS believes in and strives to model work-life integration and flexibility. The workweek is typically a healthy mix of internal and external meetings and independent work time. In the summer we shift to slightly longer days M-Th so that we can be done at noon on Fridays.

#### What benefits does CCS offer?

All CCS employees are Washington State employees, so we have the benefit of an amazing benefits package, including medical, dental, and vision benefits for the employee (and spouse and dependents), retirement matching, wellness benefits, generous vacation and sick time and longer-term spending accounts. Read more on the [CCS Employee Benefits](https://ccs.spokane.edu/Working-for-Us/CCS-Employee-Benefits) page).

#### What is the culture of CCS and the CCS Foundation?

As a college that puts students first, we strive to model equity, access, excellence, integrity, leadership, responsiveness and stewardship in everything that we do. In the CCS Foundation, we try to make potential possible by raising money and friends to support our students. We believe in the inherent potential of all people; that self-realization helps students to take a chance on education; the importance of equity and access through personalized support; the power of perseverance; and in building community to transform lives.

Our team is small, collegial and outcomes-oriented. Our work is hard, but is so rewarding and we try to balance seriousness and celebration. We take our work seriously, but we try not to take ourselves too seriously. Our culture lends itself to being nimble and adapting to the world around us. We hire people who are as committed as we are to our students. We do expect excellence, but we recognize that new employees need time to get oriented and when new projects come along, we may all need to spend time learning with and from each other. Everything isn’t always perfect, but we care about one another as people, and we strive to practice what we preach and be a great place to work.

You can read more about us on the [CCS Foundation website](http://www.ccsfoundation.org/).

#### What does the application and selection process look like?

##### Apply (Approximately 1 hour)

Please complete our online application and upload a cover letter that outlines your background and how you are connected to the mission of the CCS Foundation. You will also be asked to upload a resume and a list of three professional references for us to contact.

##### Deadline

Applications are accepted until the position is filled, however the screening committee will begin reviewing applications on Sept 26, 2022.

##### Notes

* Should you move forward in the process, your application materials will be reviewed by others before any interviews.
* Please note that for us to consider your application complete you’ll need to submit all parts of the application.
* If you are chosen for an interview, we will reach out to you by phone or email.

#### What does the timeline look like?

##### Applicant First Review: Beginning Oct 5

The search committee will select candidates to advance to a virtual interview, which will include the submission of a performance task. Candidates can expect to be given an update on their application.

##### Virtual Interviews: Beginning Oct 12

Virtual interviews will **likely** take place starting October 5, 2022. We will share specific details as the interview day approaches.

##### Reference Checks: Beginning Oct 17

CCS checks 3-4 references for each finalist, though we may ask for more.

##### Invitation to Performance Task: Beginning Oct 20

Candidates who are selected to advance will receive a short performance task which must be completed by your interview. You will discuss your task during the virtual interview.

##### Follow-up Interview: Beginning Oct 31

We will invite finalist candidates to a focused follow-up conversation to dig deeper into specific themes and topics from the virtual interview. This interview will be with our executive director. This is your time to ask additional questions about working with the organization and its team.

### THE ROLE

#### What’s the reporting structure?

You will report to Heather Beebe-Stevens, executive director of the CCS Foundation. Find our organizational chart at the end of these FAQs.

#### What are the unwritten rules for success on the CCS Foundation team?

##### Quotes from the team…

**You have to enjoy collaboration.** *“The person in the role often plays a supporting part in many different projects. To be successful, you have to enjoy collaborating, not just tolerate it.”*

**You have to be committed to equity, diversity and inclusion.** *“Our students, staff and donors come from all different backgrounds and experiences. To serve everyone appropriately, you have to be committed to personalized support and resources.”*

**You have to be flexible.** *“Plans can change depending on circumstances or needs.  Being flexible and having the ability to embrace change with a cheerful attitude is key!”*

**You have to have attention to detail.** *“Nothing we do is mediocre; the bar is extraordinarily high. Excellence is emphasized.”*

#### What outcomes are expected after one year in the role?

* Built strong relationships across CCS and with external partners.
* Developed and implemented a thorough process for archiving and storing Foundation governance documents.
* Launched the new Board management software and trained all Board and staff on use.
* Actively participated in evaluating all Foundation systems for effectiveness and identified alternatives to strengthen operations.

#### What other things does the CCS Foundation team focus on?

Our main goal is to raise support for CCS, but we also often play a lead role in bolstering the morale of the wider CCS organization. This sometimes means planning social events, sometimes it involves partnering with other departments to achieve their goals. All Foundation staff are encouraged to participate in events, on committees and in other groups throughout CCS.

**Why is this an exciting time to join the team? What impact will I have?**

On the heels of discovering our core values and rediscovering our mission, the Foundation Board spent much of last year working on a strategic plan. That plan was approved at our June Board Dinner, with the Big Hairy Audacious Goal “By 2025 we will transform 7,500 student lives every year.” Since we estimate that we currently serve about 3,000 this is going to be a BIG push. This first year of the plan we are getting all of our ducks in a row and will hopefully move into a campaign in the near future.

#### What are some of the challenges I may encounter?

● The nature of our work seems to be ever-changing and that means we can’t always accurately predict how our days will unfold. Last year our team decided that our word of the year was going to be nimble, which certainly comes in handy.

● We have a reputation for doing our jobs well and for always hitting our goals. With the uncertainties of the world these days, this can cause a bit of stress from time to time, but so far we’ve taken it all in stride and carried on with our eyes on the goal of serving students even when things don’t go according to plan.

● Though we are (almost) a team of 8, we operate as if we had many more of us. We are nimble, collaborative, and fast-paced. We need someone as our Office Manager who can see our work like a game of jump rope – you watch for a bit to catch the rhythm and then just jump in with us!

#### I’m interested in this role but don’t want my current employer to know I’m looking. Is my application confidential?

Your application will only be reviewed by a small number of individuals directly engaged in the hiring process, and they are committed to complete confidentiality and discretion. At the interview stage you will be asked to sign a release to allow us to check your references. While it is uncommon, we may also verify your employment history at this stage as well. Far more commonly, we will check the employment history of all final candidates. If you have any specific concerns, please email jessica.mcdaniel@ccs.spokane.edu.

#### Can I speak with someone at CCS about this job?

To maintain as much equity as possible in the process, we are not conducting any informal or individual conversations with applicants. If you have additional questions, email jessica.mcdaniel@ccs.spokane.edu.

### THE ORGANIZATION

#### What makes CCS and the CCS Foundation unique in the region?

CCS serves the largest geographical community and technical college (CTC) district in Washington State. We are part of a statewide network of other public CTCs that work together to serve our areas and to strengthen the two-year college system. Our district includes both Spokane Community College and Spokane Falls Community College. Together, the two colleges serve about 20-25,000 students each year. Some take classes for credit, others are taking basic education courses to earn a high school equivalent, some are learning English as a second language. Additionally, we provide the states’ largest apprenticeship program. CCS district staff include the Foundation, Human Resources, the business office, marketing/communications, IT, Facilities, Safety and Security, Head Start, Athletics, e-Learning, the Center for Workforce and Continuing Education and institutional research.

The average age of our students is in their 30s, which puts them outside of the traditional “norm” for a college student. Since they are older they have more to pay for – think food, rent, gas, childcare – and usually are without a parent to go home to if they need extra help. Unfortunately, many organizations that are raising money for or giving out scholarships are only looking for 18-year-olds fresh out of high school, meaning that many of our students are not eligible and are left without the support they need to move forward with their education. Our job at the CCS Foundation is to fill that gap.

Education is transformational, and the CCS Foundation supports that transformation through our scholarships and money for programs to buy the equipment and supplies they need to educate students. To find another entity like us, you would need to drive at least two hours south or west, where you will find our sister foundations who are also doing this amazing and rewarding work.

In the CCS Foundation we believe in investing in our staff as well as our students and encourage professional growth and development. We hope that you will consider applying to be part of our team.

