



Job Title: Operations & Systems Manager, Level Up Kansas

Classification: Exempt

Department: Administration

Reports To: Executive Director

Role:

Level Up Kansas is a statewide nonprofit dedicated to expanding economic opportunity for Kansans through workforce development, education, digital access, financial empowerment, and community partnerships.

We are looking for an Operations & Systems Manager who understands that strong internal infrastructure is not just administrative work — it is mission work. The systems we build, the processes we maintain, and the way we support our team directly shape our ability to serve Kansans well.

This person will be the operational foundation of Level Up Kansas — owning the systems, workflows, and structures that allow everyone else to do their best work. They will also directly supervise our Navigator team, four dedicated professionals providing case management and client support services across the state.

If you are someone who finds energy in solving problems, building systems that serve people, and leading with both structure and heart — this role was built for you.

Note: The Wichita Regional Chamber of Commerce (WRCC) serves as the fiscal and administrative partner of Level Up Kansas, providing HR, payroll, and financial support services.

Major Job Duties and Responsibilities:

1. Operations & Systems Management

- Own and continuously improve the organization's internal systems, including SharePoint, HubSpot, and related tools.
- Develop and maintain standard operating procedures, workflow documentation, templates, and a centralized knowledge management system that keeps institutional knowledge accessible to the whole team.
- Identify where processes are unclear or inconsistent, and implement practical, scalable solutions that reduce organizational risk and support staff effectiveness.
- Maintain clear accountability across day-to-day operational priorities, ensuring consistent follow-through on organizational commitments.

2. Navigator Team Leadership & Management

- Directly supervise a team of four Navigators who correspond with clients and service providers, determine relevant programs and services, and connect Kansans with colleges, workforce centers, and other community resources.
- Manage team capacity and caseload; support hiring, onboarding, and training as the organization grows.
- Hold regular team meetings to provide updates, troubleshoot complex cases, and foster a collaborative, client-centered service environment.
- Serve as a steady resource for navigators working through difficult client situations — available, engaged, and solution-focused.
- Ensure detailed and accurate maintenance of the participant database, tracking client progress and program outcomes.

3. Financial Operations & Vendor Coordination

- Coordinate with the Wichita Regional Chamber of Commerce on HR, payroll, accounts payable, and financial reporting processes.
- Manage vendor relationships, track invoices, and maintain accurate financial records for recurring and project-based expenditures.
- Monitor organizational budgets and surface variances or concerns to the Executive Director in a timely manner.

4. Data & Knowledge Management

- Maintain the organization's data systems, including HubSpot CRM, ensuring records for partners, participants, and stakeholders are accurate, current, and useful.
- Build and sustain a SharePoint-based knowledge management system — organized, accessible, and built to outlast any single person's tenure.
- Produce regular operational summaries and reports that help leadership make informed, timely decisions.

Knowledge and Skills:

Experience: Minimum of 3 years of experience in operations, program management, systems administration, or a comparable role. Experience supervising or supporting frontline staff in a human services, workforce, or community-based setting preferred.

Education: Bachelor's degree in business administration, nonprofit management, public administration, or a related field preferred.

Skills: Proficiency with Microsoft 365, including SharePoint, Teams, and Excel. Experience with HubSpot or a similar CRM platform. Strong organizational instincts and exceptional attention to detail. Clear, direct communicator with strong written and verbal skills. Self-directed and dependable; excellent follow through on commitments, flag concerns early.

Salary Range: \$60,000 – \$75,000, depending on experience.

As the Operations & Systems Manager at Level Up Kansas, you will have the opportunity to make a meaningful impact — not just on how the organization runs, but on the lives of the Kansans we exist to serve. If you lead with integrity, build with purpose, and believe that good systems are an act of care for the people who depend on them, we encourage you to apply.

To Apply: Send your resume and a brief cover letter to info@levelupks.com by July 24, 2026.

Level Up Kansas is an Equal Opportunity Employer