



## Job Description: Business Manager

**Location:** Flexible | **Target Start Date:** Immediate Opening

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**Matterlab exists to transform life outcomes for children and families across America. We are a team of educators, school leaders, and communications experts who came together out of a shared passion for helping nonprofits and school systems achieve greater equity impact.**

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### Overview

Are you a strategic, systems-based operator seeking to make a greater impact in the social sector? Do you enjoy managing the ins and outs of what keeps a business and team running well, from the physical office to digital systems? Matterlab has an immediate opening for a **Business Manager**. The ideal candidate is committed to Matterlab's mission, able to operate independently, wired for building systems and solving problems, believes that no task is too small or too large, and is customer service-oriented. You will be responsible for developing and managing Matterlab's operational systems, including but not limited to: the organization's budget process, purchasing policy, performance measures and tracking, time management, legal compliance, human resources, and overall processes for efficiency and effectiveness. There may also be additional special projects — whether internal or for clients — for you to shepherd. You will report directly to the CEO for a period of up to 90 days, after which time you may begin reporting to a Matterlab VP.

### Who We Are

Matterlab was founded in 2017 and is based in Austin, Texas. We work exclusively with social impact organizations within the education sector (nonprofits, foundations, school districts, and others) and serve clients nationwide through strategic planning, marketing and communications support, and digital marketing campaigns to drive school enrollment. The Matterlab team and client list have more than doubled each year since founding.

### Who You Are

You live and breathe what makes a business run effectively and efficiently, as if it were a puzzle. You have strong pattern recognition. You know what you don't know, and you teach yourself new things when it will increase your skill set with respect to accomplishing an objective. You always assume there is a better, smarter, faster, more automated way you can solve something. You approach your work with a strong sense of humility. You are an experienced, detail-oriented manager of budgets, systems, and operations. You are able to improve existing systems and create new systems from scratch (with input from the team and other experts) and implement those systems successfully to help us achieve our goals and those of our partners. You understand that the only way any system works, and lasts, is if the people involved in it are bought in. You believe that especially for a creative team, the physical workplace is a crucial component for success, and you consider it a pleasure to be responsible for overseeing and maintaining a productive, creative space [*when we are able to return to the office!*]. You are eager for feedback, effective at giving feedback, and generally flexible. You neither want nor require close supervision in order to be successful, and you are able to build strong relationships and influence others with your ideas, plans, and training. You are particularly skilled at managing up to ensure you advocate for the business's long-term success trajectory. You are looking for an organization where you can make major contributions and grow over the long term.



## What You've Done

- Completed at least four years of professional experience, particularly in business and operations
- Used a variety of technology tools and platforms; implemented new systems (without being asked) when advantageous
- Built high-quality relationships with team members and partners

## What You've Demonstrated

- An interest in the social sector, preferably education or education-related
- Cultural alignment to Matterlab's ethos that everything is "*figureoutable*" - no challenge is too great
- An understanding of the fundamentals of a small business
- An entrepreneurial edge: specifically, driven to succeed even when no one is looking; adept at prioritizing effectively; and always prepared with a well-developed point of view and a recommendation for a way forward when seeking support or meeting with your manager
- Meticulous attention to detail
- Precision in how you set up multi-step processes in multiple interconnected software systems
- Humility, curiosity, and superb listening skills for successful relationship-building and problem-solving

## What You'll Do at Matterlab

You will be responsible for ensuring our systems and processes empower us to become the sustainable, high-impact business we aim to be.

1. **Design/Refine/Implement Operational Systems for Organizational Excellence:** Develop and manage the organization's systems and processes for budgeting, purchasing, technology, performance measurement, time management and tracking, file management, internal and external templates, letters of agreement, legal compliance, human resources, partner feedback cycles, partner appreciation, and other business processes. Meet regularly with Matterlab's CEO and/or VP to ensure key performance indicators are met.
2. **Business Development:** Usher all new opportunities through our business development process from proposal generation to closing to launch of new partnerships. This is a highly collaborative process at Matterlab. You will not be expected to create all content for proposals, but you will be the owner from a time and task management perspective.
3. **Project Management:** Oversee effective teamwide utilization of our chosen project management tool, Asana. Stay up to date with Asana's latest features to enhance overall business productivity.
4. **Impact Reporting:** Design and prepare internal monthly Impact Report reflecting Matterlab's progress toward achieving intended impact through partnerships.
5. **Team Training & Retreat Logistics:** Ensure successful arrangement of agendas, planning, and logistics related to team trainings, quarterly team retreats, team volunteer days, and any teamwide travel.
6. **Office Management [Post-COVID]:** Manage and maintain Matterlab's office space, including but not limited to resources, supplies, and logistics (such as deliveries or furniture arrangement) related to events in the office. Additionally, if/when the team outgrows its current space, navigate the process for new office identification, selection, and moving.

## Working at Matterlab

- The annual base salary for this position is between \$55,000 and \$75,000.
- A college degree is not required.
- Location is flexible, but candidates living in/near or willing to move to Austin, TX will be given preference
- Unlimited vacation policy (with requirement that you take at least 2 weeks of paid vacation)
- Employee health, dental, and vision benefits available
- 401k with matching contribution up to 2%
- Company-wide volunteer days twice per year
- Paid 4-week sabbatical after 5 years of service
- [For those in Austin, Texas] Matterlab's studio is conveniently located in the heart of South Congress



## Application Process

**Interested individuals should [apply here](#).** Applications are being reviewed on a rolling basis with the intent to fill the position as soon as possible. The Matterlab team carefully reads the open response questions on the application, so we encourage you to take your time to prepare a thoughtful response.

Matterlab is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, disability status, or other characteristic protected by law. We value diversity and are committed to ensuring an inclusive environment for all Matterlab employees.

## More About Matterlab

**Matterlab exists to amplify the impact of organizations transforming life outcomes for children and families.**

We cultivate long-term, close partnerships with clients. As a seamless extension of our clients' own teams, we work collaboratively and bring a full range of services to the table, including business strategy, creative development, digital marketing, messaging platforms, communications execution, and thought leadership support.

Our small-but-mighty team operates in an energetic startup culture focused on achieving scalable and sustainable results. Together with our clients, we impact more than 10 million children nationwide.

Across our country today, more than 15 million children—21% of all children—are living in poverty, and only 10% of low-income children graduate from high school ready to succeed in college. We work in partnership with organizations and communities to change this unacceptable reality.

## Our Core Values

### **MAKE IT MATTER.**

We focus on what is most important—making a sustainable impact on life outcomes for children and families.

### **DIG DEEP.**

We get close to the people closest to the work in order to understand problems and opportunities.

### **EXPERIMENT.**

We enjoy getting unstuck and seizing the opportunities in ambiguity.

### **START A CONVERSATION.**

We know nothing is more powerful than communication and collaboration.

### **GO FORWARD, ABOVE, AND BEYOND.**

We are hardwired to go the extra mile for each other and our clients.

### **SEEK SIMPLICITY.**

We find simplicity on the far side of complexity by asking bigger and better questions.