Job Title: ECHO Internal Operations Project Manager

The Ending Community Homelessness Coalition (ECHO) is hiring for the position of Internal Operations Project Manager. ECHO provides people experiencing homelessness, service organizations and nonprofit and government agencies with collaborative leadership, support and technical assistance to help strengthen our community in its resolve to end homelessness in Austin and Travis County. The Project Manager will work closely with the ECHO Executive Leadership Team (ELT) and other departments within ECHO to strengthen internal operations, capacity, and management systems across the organization. This position will be integral to improving the operational systems, processes, and policies in support of the organization’s mission.

Essential Functions of the Internal Operations Project Manager

As ECHO evolves from a startup non-profit to a mature organization, the IO Project Manager will:

- Work with internal work groups to collaboratively lead, train, delegate, and support staff in the implementation, management, and tracking of new internal operations initiatives in the areas of information technology (IT), homeless management information system (HMIS), human capital management, organizational development, anti-racism and diversity, equity, and inclusion, employee appreciation, intern/student onboarding & management, fundraising, and office management.
- Research, contact, and evaluate potential service vendors on behalf of ECHO in accordance with agency procedures and following other required procurement/contracting regulations.
- Serve as a liaison between ECHO ELT and vendors such as TriNet (ECHO’s professional employer organization) and a Managed Service Provider for Information Technology services.
- In conjunction with the selected IT vendor, this position will share, develop, and disseminate best practices in IT with regard to the setup, maintenance, risk/virus/threat prevention, and offboarding of ECHO’s computer and technology equipment.
- Utilize administrative and nonprofit best practices in developing internal protocols and systems that comply with federal regulations and recordkeeping requirements including the purchasing of equipment and executing contracts.
- Work with internal work groups to collaboratively lead and support event planning, delegation, logistics, and execution for ECHO.
- Work closely with ELT and other key workgroups to support consistency in internal decision-making processes.
- Create and deliver relevant training guides, templates, procedures, reports, and other work products.
- Utilize project management tools to manage projects, assign tasks, and demonstrate project progress.
- Monitor existing processes and analyze their effectiveness; creating strategies to improve productivity, efficiency, and operational excellence.
- Lead and support special projects and other duties as assigned.

ECHO Staffing

- This position is supervised by the ECHO Vice President of Quality Assurance

Mindset

- Desire to work with mission-driven peers in a fast-paced, dynamic environment
- Commitment to ECHO’s mission, vision, and philosophy of service
- Positive, “can do” attitude, and professionally mature demeanor under pressure
- Highly organized, detail-oriented, problem solver, and critical thinker with disciplined follow-through
- Collaborative work style and openness to feedback
• Ability to navigate ambiguity to deliver results
• Commitment to building a work culture that incorporates anti-racist ideals as well as diversity, equity, and inclusion into all levels of planning and operations
• Excellent customer service and professionalism

Leadership, Abilities, and Technical Skills
• Demonstrated experience in non-profit related project management.
• Familiarity with best practices in organizational effectiveness, operational excellence, budgeting, and procurement.
• Excellent written, verbal, and visual communication skills a must.
• Detail-oriented with ability to balance multiple priorities and workstreams.
• Ability to work independently or collaboratively to accomplish tasks and goals, meet deadlines, handle sensitive information, adapt to shifting workload, and deliver polished results.
• Demonstrated ability to proactively anticipate, identify, and resolve issues while retaining strong and effective working relationships, staying calm and objective under the stress of deadlines and obstacles.
• Experience in supporting executive leaders, exercising discretion, sensitivity, tact, and respect for confidentiality at all times.
• Able to work virtually in highly productive, fast-paced, evolving work environment.
• Proficiency with project management platforms (ClickUp or similar) is required.
• Anti-racism, equity, inclusion, and diversity experience and focus preferred.
• Experience with information technology and data security best practices preferred.
• Proficiency in data collection and analysis tools such as Wufoo preferred.
• Proficiency with Learning Management Systems is preferred.

Education and Typical Years of Experience:
• Minimum of 4 years of related project management experience required
• Bachelor’s degree in a related field preferred (project management, computer science, organizational development, human capital management, operations management, or related), however, equivalent experience may replace a college degree.
• Non-profit experience preferred

ECHO Core Mission Values
Ideal candidate will share ECHO’s core mission values that housing is a basic human right, that system collaboration is key to ending homelessness, and that all individuals and families deserve resources and opportunities to end their homelessness.

ECHO does not discriminate against any employee or job applicant because of race, color, religion, national origin, sex, sexual orientation, gender identity, veteran status, physical or mental disability, or age. Women, minorities, veterans, people with lived experience of homelessness, and other diverse populations are encouraged to apply.

To Apply
Position is open until filled. Qualified candidates should send cover letter and resume to Sarah Duzinski, VP of Quality Assurance sarahduzinski@austinecho.org. Eligible candidates will be asked to provide a work sample that is demonstrative of their project management skills.