

HeartStories Business Manager

Are you creative, friendly and fun?

Are you passionate about doing work that makes a difference in the world?

Like offering ideas that are valued and appreciated?

Have the drive to take those ideas and make them happen, but don't want to be tied down to a daily 9-5?

Want to be part of a startup that's all about connecting women to change the world?

If you're nodding yes, we're looking for you!

Thank you for your interest in becoming part of Team HeartStories! We're reconnecting busy women to inspire the joy they crave & the courage to pursue their purpose. With more joy, more connection, more purpose, and a whole lot more fun! One of the ways we do this is by hosting a monthly Girl's Night Out (GNO) in the DFW metroplex where women can meet up consistently with their girlfriends for a guaranteed fabulous experience and new, inspiring programs each month. We also host virtual GNOs through our GNO at Home event series, the Sisters On Your Sofa show, and other inspiring online content.

We're in the business of connection.

We're looking for a remarkable new team member to support us up to 30 hours a week as we grow our GNO event series and beyond. This will be a multi-faceted role with room for growth and future promotion. If you're chosen, you'll have the opportunity to build positive relationships with fabulous women from Dallas and around the world, through our community events, online and off.

The HeartStories Business Manager

touches all elements of the business. Her largest responsibility in this current season of HeartStories centers around the myriad details that must be handled in order to ensure the success of our monthly GNO at home events, video series, and all other emerging online activities.

Key attributes:

She loves making order out of chaos. She's extraordinarily efficient and flexible. She has an ownership mindset (it's YOUR mission). She has a keen (almost OCD) attention to detail. She has strong communication skills (with internal and external parties), She's humble, yet a strong leader with a patient mentor mindset. She's relentlessly optimistic (either by nature or by determination). She's forward-thinking - always thinking of additional ways to serve our community and increase revenue.

- **Communication:** Talking to clients/vendors/partners/members. Listening to their needs and presenting ideas and solutions. Liaise with suppliers, contractors, other employees, venue staff, volunteers, and many other parties at the same time. A keen eye towards customer service and interpersonal skills are a must.
- **Calm Under Pressure:** Ability to remain calm during a crisis and navigate the often-chaotic demands of both working for a start-up and dealing with a live event with ease.
- **Tech Savvy:** Both events and start-up life require a Jane-of-all-trades who can juggle light website work in addition to project management. We're looking for someone who isn't scared to transition between our traditional on-site events and help us put together amazing virtual events that our community so desperately needs during this time.
- **Diplomacy:** Knowing when to apply the "kid-glove" treatment to a customer and when to insist someone showing up last minute must indeed pay the registration fee etc. . . and how to negotiate the gray areas in between without hand-holding.
- **Organization:** This role requires a laser-focus on details and a penchant for organizing that is borderline OCD. Must be able to pivot between the "in the weeds" details required to pull off a successful event and the bigger picture focus of the organization's course for growth.
- **Problem-Solving Skills:** Inevitably, something will go wrong, particularly at an event. Being able to quickly solve the issue—or even anticipating the problem before it happens with a positive outlook, is vital.
- **Positive/Can-Do Attitude:** Working for a startup can be incredibly rewarding--and occasionally a bit frustrating. As an essential part of a small team, maintaining a sense of humor, being able to navigate difficult situations with grace, and accepting rough patches as a necessary part of organizational growth--are essential skills.
- **Forward Thinking:** Will need to possess an overall understanding of business and management goals and objectives that tend to growth and prosperity. We need someone who can look towards the future with us and assist in implementing revenue-generating activities as we grow.
- **RIDE OR DIE:** even if it's only 10 hours a week. In those 10 hours, this is YOUR company. This is you caring for the people YOU serve.

Logistics:

- Can be paid hourly, or flat monthly rate
- Reports to Founder
- Assists Founder with all day-to-day admin tasks
- Fiercely protects the founder's focus - take everything possible off the founder's plate and lead the HeartStories Team
- Daily briefing with the founder on all business progress

General admin related tasks including:

- Featured guest and sponsorship onboarding for each event
- Monitors all registrations for the event
- Briefs the entire HeartStories team throughout the month on the status of remaining tasks, ticket sales, etc.
- On-boards and off-boards new employees
- Manages email inboxes and distributes correspondence appropriately
- Eventually, will traffic manage the founder's inbox & calendar
- Drafts correspondence on behalf of founder and Sponsorship Director
- Works with our social media marketing team and external organizations to help promote each event
- Other basic, administrative duties as assigned by the Founder

The bottom line:

We need someone who is driven and accountable. There won't be much hand-holding and there is a lot of work to do. You must be super comfortable with our dear friends over at Google for anything you aren't proficient in. You'll be working closely with our founder and be expected to deliver on your commitments. We're looking for someone who will care enough to own part of our story like this community is their own, because we really believe it is. We're all in it together!

In return, you'll be encouraged and inspired, both by the work we do and by our founder Crystal. You'll grow personally and professionally and have a great time doing it! We're serious about having fun AND making a difference. You can check out our [team manifesto](#) to learn more about our culture.

We hire motivated, happy people who work, think and produce from a place of generosity. We want you to do work you love!

If you've read all of this and are doing a little happy dance because you are so excited about the possibility of working with us, we'd love for you to apply. Please be sure to follow all the directions carefully as only 100% complete applications will be reviewed. We can't wait to connect!