

Administrative Assistant, Operations

JOB DESCRIPTION

POSITION TITLE: Administrative Assistant, Operations, Pilot Light

STATUS: Non-Exempt, Hourly

HOURLY RATE: \$25/hour

SCHEDULE: Part Time, estimated 20 hours/week

This position offers a flexible schedule. Some weekend and evening availability is required to participate in meetings and professional development sessions with teachers and partners. Daytime availability during Pilot Light's regular business hours is expected for meetings and collaboration, including one in-office day per week for those living within 15 miles of the Pilot Light office at 2825 West Fifth Avenue.

LOCATION: Remote/Hybrid, operating on Central Standard Time, Chicago-based office

REPORTS TO: The Chief Operating Officer

SUPERVISES: This role does not have any direct reports.

About Pilot Light

Pilot Light is a Chicago-founded 501(c)(3) Food Education nonprofit organization that partners with educators to support them in teaching their students through food and about food. Students develop knowledge and skills to advocate for informed food choices for themselves, their families, and their communities.

Pilot Light's teacher-led model is game-changing: through our approach, PreK-12 teachers are provided with the support and resources needed to integrate Food Education into their classrooms and engage students during implementation while also teaching them about food and its importance in their lives outside of school.

Over the past 10 years, Pilot Light has grown from one Chicago elementary school to reach over 143,000 students across the country. Our Food Education Center is a digital hub for educators, families and communities to freely access expertly crafted, standards-aligned Food Education resources that seamlessly integrate into PreK-12 curriculum across all subject areas.

Pilot Light leads in Food Education through programming and professional development rooted in our [Food Education Standards](#). We serve districts, schools, teachers, and learners through our Food Education Center, the annual Food Education Fellowship, Fellowship Alumni Network, and a variety of rapidly growing school and district partnerships.

Job Summary

The Administrative Assistant assisting Operations supports the day-to-day administrative functions of Pilot Light by providing coordinated, systems-oriented assistance across the organization's program, development, curriculum, and leadership teams. Reporting to the Chief Operating Officer, this role serves as a shared operational resource, ensuring that communications, scheduling, data management, and logistics functions are handled efficiently across the organization so that program and development staff can focus on their core work.

The Administrative Assistant brings strong organizational and communication skills to a range of administrative functions including CRM data management, meeting coordination, document preparation, and logistics support. This person is comfortable working across multiple teams and priorities simultaneously, navigating tools like Neon CRM, Google Workspace, and project management platforms with confidence. They take initiative on recurring tasks, follow through on details without close supervision, and communicate proactively when priorities shift, deadlines conflict, or additional direction is needed to manage competing requests.

The Administrative Assistant understands that administrative excellence is foundational to organizational impact. This person approaches their work with a commitment to accuracy, confidentiality, and follow-through, recognizing that the details they manage directly support Pilot Light's ability to serve educators, build funder relationships, and scale Food Education across the country. They engage with Pilot Light's mission with genuine curiosity and care, and bring a collaborative spirit to a small, dynamic team.

Primary Job Functions

1. CRM & Data Management

- Pulls recurring and ad hoc reports from our CRM (Neon) to support program and development team needs
- Manages routine data entry and updates in Neon, including teacher profiles and contact records
- Sets up and maintains system letters, emails, and campaign categories in Neon on a monthly basis
- Maintains data accuracy and flags discrepancies to the appropriate team lead

2. Communications & Scheduling Support

- Formats and distributes program team newsletters on a monthly basis using provided content and established templates
- Prepares and sends professional development prep and wrap-up emails to program participants using templates and guidance from program staff
- Supports Neon email and campaign setup as directed by the Marketing & Communications team
- Coordinates scheduling and logistics for internal and external meetings across teams
- Prepares agendas and supporting materials in advance of recurring team meetings
- Takes meeting notes as needed, tracks follow-up items, and routes action items to appropriate team members

3. Operations & Logistics

- Manages tracking and renewal of organizational software licenses and vendor agreements, including coordination with relevant staff leads
- Provides administrative support for annual gala logistics, coordinating with the events committee and producer on scheduling, communications, and documentation
- Maintains organized digital files, records, and administrative documentation in accordance with established Pilot Light systems and practices
- Coordinates routine office, equipment, supply, and vendor needs, as assigned

4. Leadership & Development Support

- Supports the Executive Director with scheduling, correspondence, and preparation of materials for board and leadership meetings
- Assists with grant and contract-related paperwork, document organization, and deadline tracking as directed by the COO and development team
- Conducts basic research and compiles information to support leadership decision-making and reporting needs

Preferred Experience, Skills, and Abilities

- Two or more years of progressively responsible professional experience in administrative or office operations, database or records management, meeting and scheduling coordination, and program or event logistics, preferably in a nonprofit or mission-driven organization
- Demonstrated experience working across multiple teams or supporting multiple functions simultaneously
- Proficiency with common marketing and workplace technologies, including Google Workspace (Docs, Sheets, Calendar, Drive), Mailchimp (or comparable email marketing platforms), CRM systems (familiarity with Neon CRM preferred), Canva and/or Adobe Creative Suite, presentation software, and project management and productivity tools (such as Asana or Basecamp) required
- Experience with website content management systems (CMS, such as WordPress), social media management platforms, and web analytics tools a plus
- Ability to quickly learn and confidently navigate new systems, software, and technology
- Strong organizational, project management, and time management skills, with the ability to manage multiple priorities, work effectively under deadlines, adapt to changing circumstances, and consistently deliver high-quality results without close supervision
- Experience working in a small nonprofit organization or other mission-driven environment where collaboration, adaptability, and independent ownership of work are essential
- Comfortable navigating ambiguity in a fast-moving organization where priorities may shift
- Strong attention to detail and commitment to accuracy and data integrity

- Strong writing, editing, proofreading, storytelling, and interpersonal communication skills, with the ability to communicate complex ideas clearly, tailor messaging to diverse audiences, and present information professionally across a variety of formats
- Excellent interpersonal, collaboration, and relationship-building skills, with the ability to serve as a trusted partner to staff, leadership, donors, funders, community partners, vendors, and external stakeholders
- Demonstrated ability to exercise sound judgment and discretion when handling confidential or sensitive information, and serve as a thoughtful steward of organizational messaging, brand assets, and intellectual property
- Demonstrated appreciation for and ability to work effectively with individuals from diverse backgrounds, cultures, identities, and lived experiences, incorporating inclusive and culturally responsive communication practices into the role
- Familiarity with food education, food systems, PreK-12 education systems and communities, school nutrition programs, youth-serving organizations, or related mission-driven sectors is preferred

Working Conditions

Duties may require:

- Prolonged periods of stationary work at a computer workstation
- Frequent use of standard office equipment, including computer, keyboard, mouse, webcam, and headset
- Sufficient visual ability to read and interpret detailed digital documents, data systems, and on-screen information
- Sufficient auditory and verbal ability to participate in virtual meetings and communicate effectively in real time
- The ability to communicate clearly and effectively through written, verbal, and virtual modalities with internal staff, educators, and external partners
- Regular and sustained use of video conferencing platforms and standard digital communication tools to conduct meetings, trainings, and external partner engagements

This position is expected to be hybrid, with availability to work onsite at the Chicago office one day per week. However, when working remotely, it would require the ability to effectively perform all essential job functions in a self-designed, remote work environment.

Occasional in-person meetings or program-related events in the Chicago area or at school locations, conferences, or other related engagements may be required.

Disclaimer

This position description is a summary of the essential functions of the job, not an exhaustive or comprehensive list of the tasks that an employee may be required to perform. The responsibilities, tasks, and duties of the jobholder might differ from those outlined in this job description and other duties, as assigned, may be part of the job. Nothing in this job description restricts the organization's right to assign or reassign duties and responsibilities to this job at any time. All applicants must meet federal requirements to work legally in the United States.

Equal Opportunity Employer

Pilot Light is committed to providing fair and equal employment opportunities for all qualified individuals. We aim to create a workplace where people feel respected, supported, and able to do their best work.

We seek to attract, develop, retain, and promote a talented workforce in a culture where all employees will contribute to their fullest potential. We consider all applicants without regard to race, color, national origin, ancestry, age, religion, sex, gender identity or expression, sexual orientation, pregnancy or parental status, marital status, genetic information, protected veteran status, status as a person with disability, or any other status protected by applicable law. Consistent with its obligations under the law, Pilot Light will provide reasonable accommodation to any employee with a disability who requires accommodation to perform the essential job responsibilities.

Our hiring, promotion, compensation, benefits, training, and other employment practices are based on job-related qualifications, skills, and experience.

We value employees:

- ...from a wide range of backgrounds, and with a variety of professional experiences and strengths.
- ...whose perspectives and life experiences help deepen our understanding of the communities we serve.
- ...who are motivated by supporting young people, strengthening communities, and helping food become a meaningful part of learning,

We value the unique perspectives, experiences, and contributions each employee brings to our organization and are committed to fostering a workplace where all team members can thrive and grow.