Operations Associate

Team: Operations
Location: Bridgeport, Hartford and New Haven, CT

About Achievement First:
Achievement First is a non-profit charter school management organization which is creating a network of achievement-gap closing public schools in New York, Connecticut, and other high-need cities in the Northeast. Achievement First currently operates 20 schools in Brooklyn, NY, and in New Haven, Bridgeport, and Hartford, CT and will likely expand to Rhode Island in 2012. Over the next five years, AF plans to open 10-15 additional schools, spanning the full K-12 spectrum and creating college-prep opportunities for more than 12,000 urban students. Beyond our students and schools, Achievement First is an engaged and prominent partner in the larger conversation about how to improve public education and student achievement in our country. For more information about the Achievement First mission, model, our schools and team, please visit our website at www.achievementfirst.org.

Summary
The school-based operations team is a cornerstone of the Achievement First model and is designed to support the principal in non-instructional obligations so that he/she can focus almost exclusively on student achievement and the professional development of the teaching staff. The operations associate is a critical member of the operations team, with dual responsibility for several aspects of the day-to-day administration of non-instructional student services and for ensuring data integrity across a number of AF systems. The operations associate reports to the director of school operations and works regularly with data system product managers at the network support office.

Responsibilities of the operations associate include but are not limited to:

- **Student Data and Information**
  - Using Achievement First’s Student Information System (SIS), manage and record new student enrollment and discharges at the campus
  - Manage audit of student records for ongoing completeness and accuracy in SIS – ensure that every electronic student record is accurate and updated on a timely basis
  - Run ad-hoc reports from the SIS for school leadership team to manage daily and weekly operational performance
  - Serve as point person for teacher technical support in using the SIS for attendance and grade book; serve as liaison with network support office on SIS technical issues
  - Oversee student attendance data process and ensure that it is reconciled and accurate on a daily basis; audit student behavior data for completeness
  - Oversee daily data entry and follow up for student discipline system
  - Manage the operational logistics of student test administration (interim and standardized testing) at the campus, including the distribution of test materials to the classroom, and the collection and aggregation of test results
  - Produce academic and school culture reports (i.e., report cards, awards, scholar dollars)

- **Student Services**
  - Coordinate daily student food services at the campus; troubleshoot issues as they arise; ensure the accurate tracking of student meal consumption; report chronic service issues to the director of school operations

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- Coordinate daily student transportation services; troubleshoot issues as they arise; schedule and conduct required emergency drills; report chronic service issues to the director of school operations
- Coordinate student health services; monitor student health and safety for any unusual/disconcerting trends; coordinate with site nursing staff to ensure that students receive appropriate care

**General School Support**
- Assist the director of school operations in preparing the campus annually for start-up/new school year launch
- Working closely with the principal, record and maintain the school’s calendar and class schedules
- Assist with planning and implementation of school special events and field lessons
- Assist the director of school operations with facilities management including weekly and monthly facilities walk-through to ensure that facilities are up to AF standards of excellence

**Characteristics, Knowledge and Skills**
- Belief in the Achievement First mission and educational model
- Strong technical skills, experience in managing and manipulating databases and datasets
- Fiercely organized and execution-oriented (experience managing many moving parts and consistently delivering on time)
- Acute attention to the smallest details to ensure smooth, predictable, and effective outcomes
- Strong communication skills (written and oral) – able to communicate technical information and requirements (e.g., how to manage grade book reporting) to a non-technical person (e.g., teacher)
- Highly proficient with MS Excel, MS Word, and MS PowerPoint
- Superior initiative - takes instruction well, but does not wait for it
- Places a high value on delivering quality internal and external focused customer service
- Ability to work in a fast-paced, high-performing, but sometimes unpredictable environment
- Maturity, humility, strong work ethic, sense of humor, and roll-up-my-sleeves attitude
- Possess a “whatever it takes” disposition

**Education and Experience**
- BA or BS from an accredited 4-year institution
- Minimum of 2 years work experience in a data management or similar environment

**Compensation**
Achievement First offers competitive salaries commensurate with experience. Additionally, Achievement First offers a comprehensive benefits package.

**To Apply**
Please send a resume and thoughtful cover letter, outlining how your skills and experience meet the qualifications of the position and stating how you heard about this opportunity, both in Word format and addressed to Jon Schwartz, c/o Mary Kathryn Wells at operationsassociate@achievementfirst.org. Applications will be reviewed on a rolling basis.

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