Talent Data Associate, Team Talent Operations

Start Date: Immediate
Team: Team Talent Operations
Location: Brooklyn, NY or New Haven, CT

About Achievement First:
Achievement First, a non-profit 501(c)3 charter school management organization, operates over 30 public charter schools in Brooklyn, Connecticut and Rhode Island. The mission of Achievement First is to deliver on the promise of equal educational opportunity for all children, regardless of race or economic status. Achievement First currently educates more than 12,600 students in historically underserved neighborhoods, with over 90% of our students identifying as Black and Latino. With its college-preparatory focus, the Achievement First approach is attaining breakthrough academic gains throughout the network. 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.

Achievement First’s approach to teaching and learning enables every student to succeed at the highest levels. This involves:
- Recruiting and developing successful teachers and school leaders and empowering them to use student data to strategically drive instruction;
- Creating a joyful school culture where it is “cool to be smart” that emphasizes character education and focuses students on college;
- Providing students with more time on task and intense intervention when they are struggling so that no child falls through the cracks.

For more information about Achievement First’s mission, approach, schools and team, please visit our website at www.achievementfirst.org.

Summary:
Achievement First exists to close the achievement gap and address inequity facing the communities that we are honored to serve. We have a two pronged approach: people and program. In terms of program, we know that our curriculum, assessments, and school design are key to our success. But they are not enough – and they will not have impact without the right highly talented teams in place to execute, innovate, and make our network a place of excellence. Therefore, our ability to attract and keep the right (extremely talented) people is equally mission critical. While our school leaders work to create school environments that allow our teachers and deans to meet their full potential, we must also build network-wide structures, policy, strategy, and ethos that drives culture across AF.

Achievement First’s Talent Operations team ensures strong talent practices are effectively and consistently implemented across the AF network as the organization adapts to scale. The team also seeks to create a world-class employee experience such that all employees feel valued and want to stay at AF to relentlessly support student success. The team accomplishes this by:
- Overseeing comprehensive performance evaluation systems
- Offering competitive total rewards package
- Fueling people leadership practices with strong talent data, clear guidance and efficient processes
- Creating avenues for employee input and feedback through various talent management surveys

Achievement First is an Equal Opportunity Employer
The Talent Operations Team is laser-focused on redesigning and automating current talent-facing systems across the network, in service of providing a best-in-class work experience for our employees. Our team also provides direct-to-employee support through a robust ticketing response system, which this Associate will spearhead. AF believes that making our human resources practices seamless, aligned, and supportive of the employee is critical to our organization’s success. To that end, we are seeking an Associate who can join our team and analyze existing HR practices with an eye towards automating and streamlining them. Strong data management skills, excellent customer service, and a mindset focused on incremental systems improvement will be key for success in this role.

**Responsibilities of the Talent Data Associate will include but are not limited to:**

- **Data Management and Reporting**
  - Lead all HR data reporting using ADP, our HR information system, including tracking and analyzing data.
  - Address fast-turnaround ad-hoc talent data requests from any stakeholders across the network.
  - Create customized Excel or Microsoft Access reports for network support leaders and school leaders upon request.
  - Set up and maintain staff attendance data system through Google Drive and generate monthly reports. Explore the potential for adopting upgraded attendance data systems.
  - Run annual and bi-annual employee retention data analysis, resulting in data used widely across the organization.
  - Track detailed data limitations for all data projects and make suggestions for analysis within those limitations. Business rules for all data reporting is codified for replication by any members of the team.

- **HR Management for Network Support Employees**
  - Coordinate onboarding action steps and documentation for all Network Support new hires, with similar work for offboarding processes. Lead the charge in automating the onboarding and offboarding processes, whenever possible.
  - Maintain all Network Support employee personnel files so they are ‘audit ready’.
  - Coordinate with Payroll team to ensure all Network Support employee pay and benefits deductions are accurate during each payroll cycle.
  - Provide general HR and team support by being a flexible member of the team who’s willing to roll up their sleeves and pitch in on additional projects as needed.

- **Zendesk Ticketing Response**
  - Provide the first level of support for all incoming Zendesk tickets from employees across the network (both Network Support employees and school-based staff) on topics ranging from benefits, data requests, onboarding/offboarding, to ADP access.
  - Assign tickets to team members as needed and follow up with team members for timely completion of tickets.
  - Analyze ticket topic trends on a monthly basis, such that our team can improve our existing resources and practice.

**Skills and Characteristics**

- Advanced experience with Excel (e.g., advanced formulas and pivot tables) is required
- Prior experience with Microsoft Access and/or SQL is preferred

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• Prior experience managing a HRIS is preferred
• Prior experience with a programming language (e.g., Python, R) is a plus
• Excellent data analysis and project management skills
• Attention to detail and quality is critical
• Continuous improvement mindset: seek out ways to improve our systems and processes and execute flawlessly
• Customer service mindset: responding to and partnering with end users to solve challenges is a must
• Communication and critical problem solving: able to explain complex processes at both detailed and high levels, in writing and in conversation
• Adept at giving and receiving feedback
• Shows humility, strong work ethic, and a sense of humor
• Strong sense of discretion and empathetic outlook
• Belief in the Achievement First mission and educational model

Educational Background and Work Experience
• Bachelor’s degree and 2+ years of work experience
• At least 1 year of human resources administration in a large-company setting preferred
• Willingness to travel to our schools and offices throughout Connecticut, Rhode Island, and New York as needed is required

Compensation
Salary for this position is competitive and commensurate with experience. Additionally, Achievement First offers a comprehensive benefits package.

To Apply
Please click here to apply.

Achievement First is an equal opportunity employer and an organization that values diversity. People from all diverse backgrounds are strongly encouraged to apply. Spanish language proficiency is a plus. You can learn more about diversity at Achievement First here: http://www.achievementfirst.org/about-us/diversity/.