

Network Support Operations Coordinator

Start Date: December/January 2018
Team: Network Support Operations
Location: Brooklyn, NY; New Haven, CT; Providence, RI

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

The Network Support Operations Coordinator role is an extraordinary opportunity for a former educator and/or professional with planning, communication, coordination, and event management experience to work closely with high performing, results-oriented teams and senior leaders. The Coordinator will develop highly transferable skills and a strong understanding of the education sector and operations at a large-scale organization.

The Coordinator will provide direct administrative and scheduling support to the central Operations team, directly impacting the work across 38 schools and growing. The person in this role will add value by managing complex workflows and navigating time-sensitive high-priority tasks and projects. Responsibilities include managing scheduling, short and long-range planning, logistics, communication, and operations for ongoing full-day meetings with both school-based Operations and the central Operations team.

Additionally, this person will partner with teams across the organization to problem-solve complex cross-team challenges as they arise by navigating the interests of multiple stakeholders, identifying and employing appropriate communication mechanisms, and leveraging existing processes and structures to drive toward a solution.

The ideal candidate is willing to work hard in service of incredibly exciting work, and will possess exceptional multi-tasking abilities, excellent written and verbal communication skills, comfort with managing multi-part projects and analyzing data, and be extraordinarily self-directed. As the person in this role masters and excels at these responsibilities, he/she will take on small and large-scale projects with increasing autonomy.

Responsibilities of the Network Support Operations Coordinator will include but are not limited to:

Scheduling and Administrative Support

- Provide overall coordination for the VP's calendar, ensuring the time of VP and Operations Senior Leadership is maximized and operating in line with AF's priorities.
- Schedule meetings, manage a wide variety of requests, and complete additional administrative tasks (such as processing reimbursements, making travel arrangements, ordering supplies, drafting communications, and preparing materials for conference calls and meetings).
- Create and maintain systems for the management of complex administrative tasks, and independently problem-solve, research options, and propose solutions or adaptations when administrative challenges arise.
- Draft and edit documents to ensure accurate and effective communication between stakeholders.
- Own key shared office responsibilities such as ordering and taking inventory of office supplies and supporting day-of event logistics.

Event Project Management

- Create and manage the successful execution of monthly Network Support Operations team meetings as well as larger-scale network-wide Operations training events. This includes but is not limited to event planning and execution, end-to-end logistics, communication, event budget management, and day-of support.
- Support the development and compilation of meeting materials, including presentations and handouts.
- Manage the operations of the events day-of, providing help to attendees, supporting facilitators, and coordinating vendors.
- Capture and publish key discussion points and next steps. Hold teammates accountable to assigned next steps.
- Analyze feedback data to identify and implement experience and process improvements.

Communications

- Compile and manage central team calendar. Partner with Vice President to create and maintain a year-long roadmap.
- Compile weekly team and network-wide communications.

Compliance Reporting

- Support the generation of content for compliance reporting including data analysis and reporting, and artifact gathering.
- Prepare tools and resources for audits of the execution of school-based operations.

Skills and Characteristics

- Unwavering commitment to Achievement First's mission

- Highly motivated; Desire and ability to succeed in a fast-paced, detail-oriented, and results-driven environment
- Growth-oriented, with a thirst for feedback and desire to improve
- Maturity, humility, strong work ethic, sense of humor, ability to multi-task, and a determination to do whatever it takes
- Excellent communication (written and oral) and a track record of working collaboratively with others
- Proven ability to manage up and across to outcomes
- Highly reliable personal organization system for managing multiple workflows, including being highly responsive in communication, prioritizing time-sensitive tasks, and completing tasks quickly while maintaining quality of work
- Refined project planning and management skills, with the capability of seeing projects through from beginning to end
- Ability to proceed in the absence of clear and immediate answers to problems; flexible enough to work autonomously as well as take direction as needed
- Critical eye towards details, with a superior ability to sweat the small stuff in planning and execution
- Highly proficient in MS Word, and MS PowerPoint

Educational Background and Work Experience

- Bachelor's degree required
- 0-3 years of work experience with a track record of achieving performance goals and executing against a high bar
- Experience with similar work preferred, but not required

This position will require some travel between New York, Connecticut, and Rhode Island, as well as occasional weekend and evening work.

Compensation

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

To Apply

Achievement First reviews applications on a rolling basis – please apply immediately by submitting a resume and a cover letter. In your cover letter, respond to the following:

- Why do you want to work at Achievement First and in this role in particular?
- How have your experiences prepared you for the demanding work and “whatever it takes” attitude necessary to push operational practices and student achievement forward?
- When will you be available to transition in to this role? What is your preferred geography?

Send Resume and Cover Letter to AlexisCox@achievementfirst.org.

Please visit the Achievement First careers site at <http://www.achievementfirst.org/careers/>.

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/>.