

## Regional Director of Operations

**Start date:** May 2018  
**Team:** Operations  
**Location:** New Haven, Connecticut

### About Achievement First

Achievement First, a non-profit 501(c)3 charter school management organization, operates 36 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 of America's children. We know that every child—regardless of race, zip code, or economic status—deserves access to great schools. Achievement First currently educates more than 13,300 students in historically underserved neighborhoods, with over 90% of our students identifying as Black or Latinx. For more information about the Achievement First mission, model, our schools and team, please visit our website at [www.achievementfirst.org](http://www.achievementfirst.org).

### About the role

**Achievement First is currently seeking a strategic and dynamic Regional Director of Operations (RDO) who holds a high bar for excellence in operations and has demonstrated track record in coaching and developing others to reach that bar.** Reporting to the vice president of operations, the RDO will be responsible for overseeing the successful and seamless operations of 5-7 of Achievement First schools in Bridgeport, New Haven, and Hartford.

The RDO is responsible for ensuring all facets of the school operations run seamlessly and with purpose, so that the instructional leadership in schools can intensely focus on ensuring great instruction happens in every classroom, every day. Our mission in ops is to remove (or eliminate) every obstacle that gets in the way of instruction. Through observation and feedback, and direct coaching of the directors of operations (DSOs) in the school, the RDO drives each school-based ops team to improve continuously and deliver high-quality operations for their school.

### Key outcomes

Over the next 12 months, the RDO will be responsible for achieving the following:

1. Manage all schools in portfolio to operational outcomes:
  - a. **Excellent Execution:** 90% of Ops teams successfully execute the top monthly priority and score in the Exemplary or Strong category.
  - b. **Full House:** Enrollment: (1) 100% of schools meet their average budgeted student enrollment targets and 95% of grades meet our backfill standards by being within three students of target. (2) 78% Matriculation from 8th – 9th grade for the 19-20 school year.
  - c. **Full House:** Attendance: 80% of Achievement First schools meet 97.0% daily average attendance.
  - d. **Financially Strong:** 100% of Achievement First schools in Connecticut achieve 90% teacher certification.
  - e. **Learning and Development:** 80% of Directors of School Operations (DSOs) (1) receive a 4.0 or higher on Warm and Demanding Leadership metrics in a spring 360 and (2) agree that they are learning and developing in their positions.

2. All schools in the RDO's portfolio will fully meet the operational compliance targets in finance, human capital, safety, facilities, and data management.
3. DSOs in the RDO's portfolio will excel in strong operational partnership with the principals and will be strong school leaders in their building - oriented to how the Ops team can deliver excellent service and support to the staff, students, and families
4. RDOs will be responsible for strengthening their own skill set as coaches using a specific coaching protocol for DSOs.
5. RDO will manage DSOs to execute on a strong start of the 2019-2020 school year.

### **Skills and characteristics**

- Track record of operational excellence and continuous improvement
- Highly reliable, strong organizational systems and project management skills, and pays close attention to details
- Adaptive management style - effective managing across lines of difference, strong communicator (written and oral), can influence and motivate direct reports and peers, unlocks the potential of direct reports helping them become stronger leaders in their schools and in the organization
- Focused on outcomes - a flexible thinker and strategic problem-solver who can unstick murky problems, drive towards outcomes, and deeply believes the chief metric is student achievement
- Builds strong relationships throughout the organization and remains oriented on making sure the work of Network Support (AF's central office) stays focused on serving and supporting our schools with excellence
- Maturity, humility, strong work ethic, and a roll-up-my-sleeves attitude
- Belief in Achievement First's mission and educational model

### **Educational background and work experience**

- Bachelor's degree required with advanced or professional degree preferred
- Experience in a school-based operational role preferred
- Minimum of 4 years as a manager with responsibility for managing 3+ direct reports required. Experience managing other managers is strongly preferred

Regular travel between our geographies required, in addition to evening and, at times, weekend work.

### **Compensation**

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

### **To Apply**

Send resume and cover letter to Alexis Cox ([AlexisCox@achievementfirst.org](mailto:AlexisCox@achievementfirst.org)) that highlights your relevant operational experience, especially as it relates to a continuous improvement cycle in which you dramatically improved how people executed a key operational system (i.e., made a system or process significantly more effective and efficient).

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/aboutus/diversity/>.