

Talent Operations Coordinator, 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 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.

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

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 Coordinator 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 a Coordinator who can join our team and deliver strong communication on Talent-related matters to our employees and school leaders. Excellent customer service, clear written communication and empathy, and a mindset focused on incremental systems improvement will be key for success in this role.

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

- Zendesk Ticket System Management
 - Provide the first level of support/responses 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 HR system access.

- o Assign tickets to appropriate team members as needed and follow up with team members for timely completion of tickets.
 - o Approach all tickets with a customer service mindset and reply with clear, concise written communication the first time, so as to minimize re-opened tickets.
 - o Review ticket topic trends on a monthly basis with the team, such that our team can improve our existing resources and practices.
 - o Perform basic HR data entry, tracking and reporting using our HR platform, ADP, as needed.
- Task Completion Tracking & Communication
 - o Partner with fellow teammates to communicate and track completion of important talent projects with our school leaders (ex: employee feedback surveys, teacher talent projects, etc.).
 - o Self-driven to hit the named deadline on behalf of our team and willing to follow up with others in a friendly, but firm, way to ensure we do so.
 - o Serve as the primary liaison to school leaders from our team on these projects. Develop authentic, caring relationships with school leaders based on our shared mission-driven purpose. Approach school leaders with empathy, but also clarity, on what's asked of them and by when.
 - o 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.
 - HR Management for Network Support Employees
 - o Coordinate onboarding action steps and documentation for all Network Support new hires, including providing support to new hires via Greenhouse, AF's online onboarding platform.
 - o Coordinate offboarding actions and documents for all departing Network Support employees.
 - o Support the automation efforts of the onboarding and offboarding processes, whenever possible. Support the efforts on improving Network Support hiring practices (e.g., creating hiring resources for managers on how to write effective job descriptions, overhauling existing offer letter creation process, etc.)
 - o Coordinate with Payroll team to ensure all Network Support employee pay and benefits deductions are accurate during each payroll cycle.
 - o Ensure effective maintenance of all Network Support employee personnel files so they are 'audit ready' at all times.

Skills and Characteristics

- Attention to detail and quality of communication is critical
- 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
- Continuous improvement mindset: seek out ways to improve our communications and processes and execute flawlessly
- Shows humility, strong work ethic, and a sense of humor. Strong sense of discretion and empathetic outlook toward others
- Willingness to learn about HR policies and dig into the details on policy
- Adept at giving and receiving feedback
- Excel proficiency is a required
- Prior experience managing an HR database and Sharepoint websites are preferred

- Belief in the Achievement First mission and educational model

Educational Background and Work Experience

- Bachelor's degree and 2+ years of work experience
- Prior roles in customer service, communications, or HR are 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/>.