

## Associate, Team Student Experience

**Start Date:** July 1  
**Team:** Team Student Experience  
**Location:** Brooklyn, NY

### About Achievement First:

Achievement First, a non-profit 501(c)3 charter school management organization, operates 37 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 14,000 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).

### Summary

We're hiring for an Associate to join Team Student Experience. Team Student Experience works to support schools in actualizing their school culture visions by leading trainings, providing in-person support, and creating high quality resources for our schools to use. The Associate for Team Student Experience will be responsible for coordinating communication, events, and projects for our team, along with managing the schedule and administrative tasks for our team lead. This is a unique opportunity to work closely with some of the leading education reformers in the country, while gaining insight about innovative education reform practices (including social-emotional learning) with a top charter school management organization.

We're looking for an incredibly organized self-starter, who is excited about supporting a rapidly growing team that is responsible for leading a number of organizational priorities for the network. The ideal candidate will be someone who is interested in expanding their knowledge of education reform and has a background in communications and / or event planning.

### Responsibilities of the Associate will include but are not limited to:

#### Project Coordination and Ownership:

- Work with the Vice President of Student Experience to operationalize projects for the team.
- Create and manage project plans for workstreams and projects involving multiple stakeholders.
- Facilitate routine meetings with key players and hold peers and senior leaders accountable to meeting deadlines.

#### Event Coordination:

- Plan and manage logistics for training events, including partnering with other internal teams, working with external vendors, and using existing systems and systems you will create.
- Manage the operations of the events day-of, providing help to attendees, supporting facilitators, coordinating vendors, and at times, managing a small team who helps execute the event.
- Analyze event feedback in order to identify trends and make improvements based on feedback.

### **Administrative Coordination:**

- Strategically thought-partner with the team leader to create systems and structures that maximizes the leader's time by ensuring that their time aligns to their 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.

### **Communication Coordination:**

- Draft clear and concise communication for senior leaders to send to internal and external stakeholders, including but not limited to meeting notes and weekly and monthly memos.
- Serve as everyone's go-to for any and all questions related to Team Student Experience. Even if you don't know the answer, you always know exactly who does.
- Develop materials for the team as a way to share critical information and resources across the network, including but not limited to recording/editing videos and writing/editing team newsletters.

### **Own and manage Special Projects. Some examples include:**

- Engage stakeholders in key "readiness" items that get schools ready for the next school year such as: aligning on behavior practices across the academy level and identifying the academy level priorities and ensuring that school plans meet those priorities
- Own the development of resources for critical trainings and manage the training of facilitators and coaches to execute an aligned vision

### **Cross-Team Project Management, Problem Solving, & Support**

- Bring a "roll-up your sleeves" approach to the work across the Team Student Experience including partnering to problem-solve complex team initiatives, supporting large scale teacher and leader trainings, and project management of strategic initiatives

### **Skills and Characteristics**

- **Organized & Detail-Oriented:** You have clear systems and structures that you use to organize your time. You're always thinking about the little details to make sure there are no gaps.
- **Diligent Self-Starter:** You know all the right questions to ask and exhaust every available resource before seeking out additional guidance.
- **Highly Motivated and Self-Directed:** You're not easily intimidated by tackling projects or working with leaders. You're comfortable managing your workflow in an unstructured environment, where teammates could be in-person or remote.
- **Empathetic towards Others:** You love helping others and amplify the happiness and effectiveness of those around you with your emotional intelligence and organizational skills. You're an attentive listener who is able to quickly build rapport with others.
- **Comfortability with Technology:** You are comfortable working with or interested in learning about various computer/tech platforms, including Outlook and Google Drive. You're willing to step in on basic IT issues and lend a hand.
- **Belief in the Achievement First Mission and Model:** You're passionate about the Achievement First mission and eager to learn the ins and outs of Achievement First's model and mission from senior leaders and through cross-team collaboration.
- **Maturity, humility, strong work ethic, sense of humor, and "roll-up-my-sleeves" attitude**

### **Educational Background and Work Experience**

- **Required:** A bachelor's degree and +1 year of work experience
- **Preferred:** Experience managing projects and/or planning small and large-scale events
- Preference will be given to those with strong institutional knowledge of the work.

This position will require some travel between New York and Connecticut, 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 please respond to the following:

- Why do you want to work at Achievement First?
- How have your experiences and education prepared you for the demanding work and “whatever it takes” attitude necessary to push science practices and student achievement forward?

If you are interested in applying for the Director, Student Experience role, email your resume and a letter of interest to [Charmayne Joseph](#) and [Melanie Ojwang](#) (recommended by March 20th, 2019). In your letter, please explain why you are interested in the position and what experiences make you qualified for this role. We will follow up with candidates to name the next steps in the process from there.

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/>.