

Director of Enrollment Operations and Policy

Start Date: ASAP

Team: Student Recruitment

Location: NYC, CT, or RI

About Achievement First:

Achievement First serves 15,000 students in 37 schools in five communities across Connecticut, New York, and Rhode Island. All of our students come to us through blind lottery. The majority are Black, Latinx, and children from low-income families who will be the first in their families to graduate from college. 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. For more information about the Achievement First mission, model, our schools and team, please visit our website at www.achievementfirst.org.

Summary:

Achievement First seeks a Director of Enrollment Operations & Policy who will design and lead AF's centralized enrollment work and policies. This is an extraordinary opportunity for a leader committed to building partnerships with school leaders, parent leaders, and other stakeholders who are passionate about our mission that every child should have access to a great education.

Responsibilities of the Director of Enrollment Operations and Policy will include, but are not limited to:

- Systems Operations:
 - Serve as business owner of all student recruitment and enrollment systems (SchoolMint, CRM, etc.) including designing and improving all related processes.
 - Lead the annual applications and in-house lottery processes.
 - Own enrollment-focused relationships with district offices in geographies with district run lotteries.
 - Ensure that enrollment systems operate in a way that is consistent with AF's mission, culture, and values, and always puts our schools and their students first.
- Recruitment, Registration, & Enrollment Policy:
 - Lead strategic cross-functional enrollment work, interacting with Director, VP and C-Levels as needed, including: target setting methodology, decision-making about expansions, compliance questions, setting budgeted enrollment, etc.
 - Create policies and maintain policy documentation, including internal and family facing policies, to improve customer interactions.
 - Design, improve, and document best practices for student recruitment systems and processes.
- Centralized Registration/Enrollment Operations:
 - Design and continually improve registration processes to ensure that no families “fall through the cracks” and all prospective AF families receive excellent customer service experience, and collaborate with Outreach Associates and School Ops to implement.

- Create resources and lead trainings for Outreach Associates and school teams to support understanding of and implementation of registration policies and procedures, in partnership with Team School Ops.
- Creatively problem solve and strategically lead on registration processes in collaboration with Outreach Associates and Team School Ops.
- Marketing and Family Communications:
 - Oversee all family-facing recruitment and enrollment communication, including building and maintaining content calendars.
 - Work cross functionally with the marketing team to align recruitment strategy and develop campaigns that increase applications and improve customer interactions and conversion.
- Performance Management and Progress Reporting:
 - Actively maintain and deliver regular reports about progress made towards student recruitment and enrollment targets and other projects.
 - Manage relevant data and organize reports which can be used to track and inform ongoing work and future initiatives.

Skills and Characteristics

- Detail-oriented, highly organized and exceptional project planner who can manage multiple complex, collaborative projects, with impeccable follow-through on execution.
- Excellent interpersonal skills, including an ability to effectively interact, communicate and persuade internal and external partners and stakeholders at all levels.
- Ability to analyze data trends to inform strategy.
- Exceptional written and verbal communication skills.
- Training, management and/or coaching experience.
- CRM experience
- Strong work ethic and a self-starter “roll-up-my-sleeves” attitude.
- Results-oriented individual and willing to do “whatever it takes”.
- Belief in the Achievement First mission and educational model.

Educational Background and Work Experience

- 7+ years of work experience
- Demonstrated results in one or more of the following: Project management/student recruitment/application management/enrollment planning/management
- Experience managing, evaluating and motivating teams
- Knowledge of the current educational and charter recruitment landscape across the country

Compensation

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

To Apply

Apply by completing our [online application form linked here](#).



Research shows that while men apply to jobs when they meet about 60% of job criteria, women and other marginalized groups tend to apply only when they check every box. So if you think you have what it takes, but you're not sure that you check every box, we still want to hear from you.

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

Achievement First requires vaccination against COVID-19 for all employees. Reasonable Accommodations based on a qualifying disability or sincerely held religious belief are being considered in accordance with applicable law. [Click here to read our full policy.](#)