

Associate, Network Support School Operations

Start Date: ASAP/Flexible
Team: School Operations
Location: Flexible

Who are we? Achievement First (AF) exists to address the legacy of racism in education in America. We know that all children—regardless of race, zip code, or economic status—need and deserve access to a great education. At the core of our approach is the shared journey by our students and staff to fulfill our incredible potential.

Just the facts. Achievement First has consistently been rated one of the top charter school networks in the country, AND we are still learning and growing. AF is a non-profit 501(c)3 organization that currently supports 37 public charter schools in New York, Connecticut, and Rhode Island. The mission of AF is to deliver on the promise of equal educational opportunity for all children. We currently employ more than 2,000 staff -- 47% of whom identify as Black, Latinx, or Multi-racial -- who collectively educate nearly 15,000 students in Brooklyn, NY; Providence, RI; and New Haven, Bridgeport, and Hartford CT. More than 85% of our students qualify for free or reduced priced lunch. Our students are proving what's possible by achieving breakthrough results in terms of academic achievement and long-term college persistence.

Achievement First is also an engaged and prominent partner in the broader education-reform movement, partnering with schools and networks across the country and openly sharing all of our resources with all educators free of charge. We currently serve more than 100,000 additional students through our Charter Network Accelerator and Navigator partnership organizations.

Why work at Achievement First? First and foremost: you should work at AF if you believe in our values and want to surround yourself with people who share them. We are committed to leading for racial equity. We approach our work with humility, humanity, and the recognition that both what we do and how we do it must model the equity we seek. We strive for excellence by setting a high bar in all areas and pursuing it relentlessly. We care about the whole person. We choose joy and actively seek out moments of humor, gratitude, and deeper purpose. We know that we will go further together and intentionally join forces on both big and small things. We name brutal facts and see our mistakes as opportunities to get better.

Finally, come to Achievement First if you want to help schools redefine what's possible in education. We are working to create some of the best schools in the country - schools that support not just students' academic success but also their social emotional learning, identity development, independence as learners, passions, and life-long fulfillment. AND, at AF, we believe getting better starts with looking in the mirror. We have done a lot of that lately, as we have more aggressively confronted our own biases and unacceptable gaps in our student and staff experience. We are committed to addressing inequity within our systems, culture, and talent with resolve to walk the long road ahead to the true equity and opportunity our kids and families deserve. So, come to Achievement First if reflection, challenge, and growth feed your soul.

The Opportunity: The Associate, Network Support School Ops, is responsible for supporting the Network Support Operations Program team in defining and measuring operational excellence in our schools. As a key part of Team School Operations, the Director works closely with the operational program team, our Regional Directors of Operations, co-VPs and our school-based ops team members to streamline and support the work done on the ground at our schools.

Major Duties and Responsibilities

Communication

- Create structures and coordinate across all Network Support teams to streamline communication with school-based operations teams, ensuring that messaging is clear, actionable, and coordinated.
- Develop and execute a plan for drafting, reviewing, and sending weekly blast communication to all school-based operations teams.
- Coordinate weekly communication to Team School Operations highlighting progress to goals and key action items.
- Compile and manage the central team calendar. Partner with Senior Director and co-Vice Presidents to create and maintain a year-long roadmap.

Scheduling and Administrative Support

- 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).
- Draft and edit documents to ensure accurate and effective communication between stakeholders.
- 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.
- As needed, provide overall coordination for the VPs' calendar, ensuring the time of VP and Operations Senior Leadership is maximized and operating in line with AF's priorities.

Data Management:

- Develops, builds, and updates centralized database to capture progress to Team School Operations critical goals.
- Identifies trends in progress to goals, and supports Senior Director in analyzing data to determine strategic planning.

Talent Recruitment Lead

- Leads talent searches for open team positions, including drafting job descriptions, posting positions, leading outreach efforts, and screening resumes/candidates.
- Responsible for logistical planning of selection days, including confirming interviewers, finalizing interview modules, planning interview schedules, and running interview debrief.
- Acts as point of contact for candidates throughout the search process, answering any questions and proactively supporting them in the interview process.

Experience and Qualifications

- 2 years of work experience with a track record of achieving performance goals and executing against a high bar
- Belief in Achievement First’s mission and educational model
- Highly motivated; desire and ability to succeed in a fast-paced, detail-oriented, and results-driven environment
- 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
- Highly proficient in MS Word, MS Excel, and MS PowerPoint

COMPENSATION: Salary is competitive and commensurate with experience. 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/> .

TO APPLY: If you would like to apply, please send a resume and the answers to the questions below to [Kat McKim](mailto:katmckim@achievementfirst.org) (katmckim@achievementfirst.org). **If you are a current Achievement First employee, please cc your direct manager on your submission.**

Please answer the following questions to apply for this position. Our team takes the time to carefully read through every application; written communication and detail orientation are important in this role. Please ensure that your response to each question addresses each part of the question and showcases your strongest writing and detail orientation.

1. Achievement First’s mission is to deliver on the promise of equal educational opportunity for all of America’s children. We know that all children—regardless of race, zip code, or economic status—deserve access to great schools. Why are you interested in working for our network? (Note: if you are an internal applicant, you do not need to answer this question).
2. How do you track tasks or action items to ensure they are completed on time?
3. Tell us about a time when you didn’t have enough time to complete all the tasks that were on your plate. What did you do?
4. What is the most impactful piece of critical feedback you've received? What, if anything, did you do with that feedback?

Not-so-fun fact: 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.

We also welcome referrals for this role. Please send any referrals to [Kat McKim](#) (katmckim@achievementfirst.org).