

**Operations Manager**  
**(Remote, Full-time)**

***The Opportunity:***

NSSI is looking for an Operations Manager who will manage the organization's overall operations, manage partner relationships, and effectively create efficient program operations for the [National Summer School Initiative](#) program to ensure successful implementation of teaching and learning for thousands of students nationally. This is a unique opportunity to be in both an external-facing role, working directly with school districts and CBOs while also working behind the scenes to scale and make our program operations more efficient.

***What is NSSI?***

The National Summer School Initiative (NSSI) was born out of a need to combat devastating learning losses experienced by schools and students across the country during the pandemic. Whether schools are in-person, virtual, or using a hybrid model, NSSI can help teachers bring great teaching to children in grades K-12 everywhere. In our innovative model, participating teachers create a space where children feel heard, valued, connected, and successful. Our approach to raising the level of instruction across the country is three-pronged.

We provide our partners with:

- In-house outstanding curriculum, including daily teacher-facing and student-facing resources
- Corresponding videos of an expert teacher teaching each lesson in the unit
- Aligned professional development focusing on intellectual preparation and student work analysis

Teachers get better faster by observing the best. We believe that by giving teachers daily exposure to excellent curriculum, observing excellent mentor teachers, and providing targeted professional development, teachers across the country will improve rapidly this summer.

We partner with districts, charter schools, and independent schools across the nation to deliver accelerated learning and vibrant enrichment activities during the summer.

The Operations Manager will report to the Director of Operations and work closely with the operations, business development, and program teams.

***Roles and Responsibilities:***

Partner Relationship Management:

- Account Management: Contribute to and execute on a strategic plan for previous school partners, which involves weekly emails and bi-weekly calls, fostering and maintaining relationships with these previous partners to encourage to renew for the upcoming season
- Partner Onboarding: Lead a subset of new and existing school partners through all parts of the onboarding process to ensure they are fully prepared to implement the program with fidelity. Serve as the onboarding liaison between the partner and NSSI.
- Support school partner relationship management tasks, including but not limited to tracking and coordination of processes and deliverables, managing inquiries and requests from partners, communications to partner administrators and coaches

Organization Operations:

- Support the school partner recruitment team with functions essential to recruitment/development

productivity, including data reporting from Hubspot for weekly business development meetings, reporting results versus goals, management of lead distribution, management of key processes to track progress towards goals, serve as Hubspot administrator for the organization

- Manage the school partner invoicing process from invoice creation, monitoring, follow up, and reminders as needed
- Complete additional operational tasks on an as-needed basis, including contract generation, programmatic purchasing.

#### Program Operations:

- Provide ongoing programmatic support throughout the summer program to clients by providing communications, clear documents to support the program, and ensuring clients have access to our curriculum materials by managing staff contacts lists
- Academic operations support - create and maintain an internal organization system for materials, ensure that internal teams upload daily materials on time with correct naming conventions and create a system for following up with late deadlines
- Data Sharing/Reporting - Create clear data reports to support across all team functions, including sharing trends in data (attendance, survey, assessment), progress towards goals and reviewing partner feedback and communicating observations and key takeaways

#### **Qualifications/Skills:**

- Bachelor's degree with at least 3-5 years of experience
- Strong communication and problem-solving skills, with ability to communicate effectively with various audiences
- Comfort in leading external meetings and building relationships with school and district leaders and administrators
- Meticulous attention to detail and commitment to excellence
- Ability to be proactive and work independently, accurately, and with discretion
- Proven and exceptional writing and editing capabilities
- High level of proficiency working with Google Workspace: Google sheets, slides, and docs, etc.
- Ability to take and address feedback quickly and collaborate effectively
- Thrives in a fast-paced, entrepreneurial environment
- Experience working in schools or education nonprofit a plus
- Previous experience working with a CRM system (ie. Hubspot or Salesforce) a plus

#### **Want to Apply?**

Send an email to [careers@nssi.org](mailto:careers@nssi.org).

In your email include:

- Your resume
- A paragraph stating why you are interested in the role and working with NSSI

#### **Compensation**

This NSSI Operations Manager role is a remote, full-time opportunity. As an employee, you will be eligible to join NSSI's retirement plan and also receive a stipend to support expenses related to remote work.

The salary range for this position is 65-75K.

***Non-Discrimination Statement***

NSSI is an equal employment opportunity employer committed to maintaining a non-discriminatory work environment. We do not discriminate against any employee, volunteer, vendor, contractor, or applicant on the basis of race, color, religion, sex, gender, national origin, age, disability, veteran status, marital status, sexual orientation, gender identity, gender expression, arrest record, conviction record, or any other personal characteristic protected by applicable law. This policy covers all programs, services, policies, and procedures, including procurement of services, recruiting, hiring, training, promotion, and administering all personnel actions, such as compensation, benefits, transfers, layoffs, or terminations.