Title: Program Manager, Student Services and Program Operations  
Reports to: Associate Director of Programs  
Status: Full-Time  
Supervisees: Program Coordinator, Student Services and Program Operations and Program Assistant, Student Services and Program Operations

The Job
The Program Manager, Student Services and Operations, will ensure that daily and programmatic operations contribute to the highest quality of overall student services for OppNet Fellows. The Program Manager will oversee the master program calendar for the entire Fellows program, liaise with the operations team to secure the resources necessary for weekly workshops and student events, lead the Fellows recruitment process, and streamline electronic communications with Fellows. The Program Manager will play a leadership role among colleagues to identify ways to create efficiencies across the program model, including streamlining catering, venue confirmations, student transportation, supplies, attendance tracking, Salesforce updates, etc.

The Organization
Since 2003, The Opportunity Network has ignited the drive, curiosity, and agency of students from historically and systematically underrepresented communities to connect them to college access and success, internships, career opportunities, and personal and professional networks. Our two core programs, OppNet Fellows and Career Fluency® Partnerships, are anchored in our proprietary Career Fluency® curriculum, which articulates the necessary skills and mindsets for college and career readiness. All of the work OppNet leads is in service of realizing our vision of a nation connected through vibrant communities and networks actively in pursuit of social justice and educational equity – a nation where all young people can freely create their own path to enduring success that honors their passions, ambitions, and full identities.

The Person
The ideal candidate will personally connect to the important work we do and value diversity, equity, and inclusion (DE&I) across the organization. The candidate will demonstrate an awareness of the needs and challenges faced by high school and college-level students from historically underserved and underrepresented communities. The candidate will demonstrate DE&I values by actively participating in all organizational-wide learning sessions and self-reflection as well as working with others to enact changes that contribute to meeting the organization’s DE&I goals. The candidate should possess outstanding professionalism and discretion, organization and attention to detail, energy and initiative, the ability to prioritize and complete a variety of tasks on time, and a willingness to work on a wide range of assignments.

Responsibilities
Student Services
- Work with the Coordinator of Student Services and Program Operations to ensure milestone reviews are entered for 11th grade Fellows each fall and spring
- Liaise with College Guidance & Transition team to streamline and standardize milestone review submission
- Liaise with the Decision Science team to update Fellows status data for periodic Fellow status updates
- Liaise with the Social Worker to ensure high school students are aware of and know how to utilize the social work resources at OppNet
Create a mechanism for Fellows to provide feedback to improve OppNet’s DE&I resources and offerings
Lead the creation of a centralized location for information and resources high school Fellows can access electronically
Create and implement a sustainable check-in system and calendar for all high school Fellows
Oversee the Coordinator and Program Assistant of Student Services and Operation in their collection and management of data and processes for the 11th grade Fellows
Create a scalable and sustainable structure for OppNet’s high school and college Student Board of Directors that aligns with the organization's student-centered approach
Coach and support the management of the staff liaison(s) to the Student Board of Directors

Fellows Recruitment
- Create a Fellows recruitment timeline and process that meets our annual recruitment targets and maintains the integrity, accessibility, and sustainability of the OppNet Fellows Program
- Produce weekly dashboards on recruitment statistics during Fellows recruitment season
- Lead the team that works with partner high schools and community based organizations to recruit 10th graders for the Fellows program
- Revise and hone language used in recruitment materials to reflect anti-racist and anti-oppressive views and values
- Create and lead staff trainings to ensure the team has a consistent process for recruiting, interviewing, selecting, and orienting Fellows
- Manage recruitment visits, interviews, selection committee, etc.

Development/Special Event Liaison
- Liaise with the Development team to provide support in selecting Fellows to participate in featured roles at the Annual Night of Opportunity fundraiser
- Organize an information session for Fellows to learn about featured roles at the fundraiser and create an online application and rubric to select Fellows
- Collaborate with program team members, the C-Suite and the Development team to make final student selections for the fundraiser
- Work with the Director of Operations and Special Projects, Director of Development, Development Coordinator, and Associate Director of Programs to contribute to establishing a seamless volunteer recruitment, management, and coordination process that will be owned by your role by June 2020
- Under the direction of the Associate Director of Programs, serve as the volunteer event liaison
- Coordinate with Development Coordinator to recruit a diverse pool of volunteers that is representative of the Fellow we serve
- Work with the Associate Director of Programs to execute upon requests from the CEO and Development team, including supporting site visits to programming, coordinating special events (including C-Suites), etc.
- Work with the various program departments to assess volunteer needs and planning processes to recruit them

Program Operations
- Collaborate with Program Managers to assess and agree upon systems for student attendance, data collection, Salesforce updates, check in processes, etc.
- Work with the Student Services Program Coordinator and Assistant, and the Operations Manager to do the following:
  - Order and take inventory of office supplies for programming and staff
○ Place catering orders for weekly classes, special events and all other programming
○ Oversee preparation for weekly classes
○ Manage and confirm space requests and update the space calendar
○ Procure space and manage systems and create tools to manage logistics for intensives such as Speed Networking, Summer Institute, etc.

● Manage the Student Services and Program Operations budget and the 11th grade budget
● Create and update the program calendar and ensure each Program Manager has sent in any calendar updates
● Ensure that the master calendar is updated on various media, e.g. Salesforce, Google Calendars
● Work closely with Data Manager to enhance data flow and integrity
● Understand program data to drive continuous improvement and decision-making
● Ability to run basic data reports to gather intel through data analysis
● Serve as one of the workshop and Summer Institute facilitators
● Lead group check-ins with a caseload of 11th grade students during winter and spring check-ins
● Serve as a chaperone for college and other field trips, as necessary
● Work alongside other program teams to pitch in, as necessary

Qualifications and Competencies
● B.A. from a U.S. accredited U.S. college/university
● 3-5 years of work experience in youth development, preferably with high school students
● Ability to create and facilitate experiential and action learning-based curriculum to engage student learning
● Demonstrated ability to connect with high school and college-level students from historically underserved and underrepresented communities
● Can facilitate interactive workshops in rigorous but dynamic fashion; understands how to be both nurturing and demanding; appreciates boundaries, but not afraid to push or challenge
● Demonstrated skill set in project management, including:
  ○ ability to keep a project moving toward successful completion
  ○ awareness of budget parameters
  ○ ability to set and meet deadlines
  ○ understands how metrics and competencies are connected to various projects
  ○ effective cross-departmental communication
  ○ detail oriented
  ○ outstanding organizational skills
  ○ creative and critical problem-solving skills
● Experience or ability to manage a team of staff working with students
● Exceptional communication skills to bridge between teams
● Experience with data management, evaluation, MS Excel, CRM systems (Salesforce) or applied statistics
● Ability to tie big-picture thinking to seamless execution
● Ability to create partnerships with external partners and advocate for our students
● Familiarity with the NYC public school system a plus, but not required
● In addition to English fluency, fluent/proficient in Spanish, Mandarin and/or Bengali a plus, but not required

Salary
Commensurate with experience, plus medical benefits, excellent vacation package and great work environment.

How to Apply
Send resume and cover letter, including salary requirements and available start date, to jobs@opportunitynetwork.org. Please put “Program Manager, Student Services and Program Operations 2019” in the subject line.