Operations Director

(Full Time)

Position Description

Educators for Quality Alternatives

EQA manages alternative high schools for students who have dropped out of, been expelled from, or who have otherwise struggled in a traditional school setting. Students at EQA schools receive intensive, individualized academic, social, and behavioral supports, earn a high school diploma, and participate in rigorous internships with area employers. Our students leave school with the skills, confidence and experiences necessary to succeed in the career and education paths of their choice.

Position Summary

As a member of the organization's leadership team, the Operations Director is responsible for:

- ✓ Facilities Management
- ✓ Procurement & Resource Management
- ✓ School Logistics & Event Management
- ✓ Information Technology
- ✓ Recruitment & Enrollment
- ✓ Academic and non-Academic Data
- ✓ Human Resources
- ✓ Development & Financial Management
- ✓ Transportation, Food Service, and other auxiliary & contracted services
- ✓ Strategic Planning, Risk Management, Project Management
- ✓ School Leadership & Continually improving his/her craft

Position Requirements:

Education & Experience

- 5+ years experience effectively managing the functions outlined above
- 2+ years leading and coaching adults and teams
- Experience in urban schools preferred
- BA or BS required; MA preferred;
- Demonstrated record of effective project management and effective work with diverse stakeholders
- Experienced and comfortable with diverse database management
- Highly proficient in Microsoft programs, Excel, and Google Apps

Skills & Approach

- Passion for improving educational opportunities for urban students and for being a part of a strong, mission-driven team
- Commitment to The NET's mission, vision and growth
- Excellent communication and interpersonal skills

- Careful, detail oriented data management and analysis skills
- Flexible and learning mindset focused on effective and innovative problem solving
- Dedicated to continually growing as a professional and as a servant leader

Position Responsibilities

EQA contracts out many of the back office functions of HR, Finance, IT, and Federal Grants Management. Thus in those areas, the Operations Director will act as manager/lead liaison.

Facilities Management

- ✓ Maintain school facility compliance with state and local codes and organization's aesthetics and requirements
- ✓ Manage school-site security including key control, alarm code access etc.
- ✓ Manage facilities maintenance, custodial, security, and other contractors
- ✓ Maintain inventory over all equipment and assets
- ✓ Coordinate facility layout
- ✓ Coordinate emergency preparedness and crisis planning

Procurement & Resource Management

- ✓ Manage procurement of materials and supplies for all programs and functions
- ✓ Develop and maintain systems for managing assets

School Logistics & Event Management

- ✓ Coordinate use of the facilities by internal and external entities
- ✓ Coordinate logistics for field trips, events, curricular and extra-curricular activities
- ✓ Manage logistics for school events

Information Technology

- ✓ Coordinates technology planning, implementation, and use
- ✓ Liaison with contracted IT service providers
- ✓ Provide basic desktop support and manage efficient responses to staff and student IT needs
- ✓ Support Personalized Learning Labs

Student Recruitment & Enrollment

- ✓ Design and manage recruitment campaigns including marketing, communication, on-the-ground campaigns, events, etc.
- ✓ Manage school leaders and enrollment staff to ensure efficient and equitable enrollment

Academic and non-Academic Data

- ✓ Act as District Testing Director and support School Test Directors
- ✓ Support school leaders and school-based data staff to collect, manage, and analyze enrollment, academic, behavioral, non academic, and strategic data
- ✓ Liaison with contracted data managers to insure compliance with State and other stakeholders
- ✓ Develop reports as needed by the Executive Director, school leaders, or other stakeholders

Human Resources

- ✓ Manage new staff onboarding
- ✓ Track employee information, time off, timesheets etc.
- ✓ Liaison with contracted Payroll, Benefits, and HR staff

Development & Financial Management

- ✓ Support Executive Director in grant writing and management
- ✓ Liaison with contracted services and other entities on grant management
- ✓ Support Executive Director in budget development and management
- ✓ Manage, track and reconcile bills, credit card, purchase orders etc.
- ✓ Insure fidelity to financial policies and procedures
- ✓ Liaison with contracted accountants and auditors

Transportation, Food Service, and other auxiliary & contracted services

- ✓ Manage contracts and logistics for all contracted services
- ✓ Liaison with contractors to insure quality of services

Strategic Planning, Risk Management, Project Management

- ✓ Provide high quality consultation for long term strategic planning
- ✓ Identify and address areas of risk and develop mitigation plans
- ✓ Continually develop and improve the organization's functioning in the areas of responsibility
- ✓ Support other projects as appropriate

School Leadership & Continually improving his/her craft

- ✓ Productively participate in school and organizational decisions to insure fidelity to mission and vision
- ✓ Provide support and back up for School Leaders, Data & Enrollment Directors, and other staff as appropriate
- ✓ Actively reflect on your own work and set and monitor progress toward goals
- ✓ Productively seek, give, and use feedback
- ✓ Positively contribute to the school's collegial community
- ✓ Participate in all scheduled professional development activities and seek out additional opportunities

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Shane C. Colman

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EDUCATION

Boise State University, Boise, ID — August 2013-August 2015
Master's in Education Technology

Northeastern University, Boston, MA — September 2007-June 2011
Bachelor of Arts in English, *summa cum laude*

WORK EXPERIENCE

Educators for Quality Alternatives, New Orleans, LA — June 2017-Present
Operations Director

- Lead enrollment and recruiting teams to ensure schools meet all enrollment targets
- Conduct data analysis to inform decisions around academics, enrollment, and behavior
- Manage contracted services, including custodial, food service, and transportation
- Maintain building security at all times and develop loss-prevention processes
- Ensure mandated state reporting deadlines are accurate and on time
- Coordinate with HR provider to effectively onboard/exit staff
- Manage all high-stakes testings as District Testing Coordinator

Firstline Schools, New Orleans, LA — July 2016-June 2017
Personalized Learning Coordinator

- Designed and implemented a personalized learning (PL) program in grades 5-8 across content areas
- Supported 6 teachers through collaborative planning, coaching, and co-teaching
- Analyzed and presented data to key stakeholders in a clear and concise manner
- Documented all PL practices through video interviews, professional blog, and internal websites
- Collaborated with school and network leadership to ensure program alignment with mission and values

Educators for Quality Alternatives - The NET Charter High School, New Orleans, LA — July 2012-June 2016
School Operations Coordinator, Lab Coordinator, Teacher (various subjects)

- Designed and launched an online credit-recovery program; students earned 500+ credits over 4 years
- Analyzed student data from online programs and provided targeted interventions
- Exceeded enrollment goals each semester through recruiting and enrolling all new students
- Managed all data systems to ensure accuracy across systems
- Directly managed computer lab and homebound teachers
- Taught English I-IV, Algebra I, Algebra II, and Film Production courses

Tuscaloosa City Schools, Tuscaloosa, AL — August 2011-May 2012
Eighth Grade English Teacher

- Led students to 23% overall improvement on standardized STI test throughout the year
- Consistently improved students' reading levels as calculated by the STAR Reading Assessment
- Implemented an after-school reading program in partnership with the University of Alabama

PROFESSIONAL EXPERIENCE

Clayton Christensen Institute Blended and Personalized Learning Conference 2017 — March 2017
Presenter

- Session title: "Taking the First Steps Toward Personalization: Guidance for School Leadership Teams"

New Orleans Personalized Learning Community of Practice — August 2016-June 2017
Member

- Participated in a professional community of practice consisting of local PL teachers

Ops 360 — September 2015-April 2016
Fellow

- Participated in a yearlong fellowship program to develop school operations expertise