



Connecting Students & Volunteers  
for Results that Count

## Job Description: Program Manager

**Program Manager:** full time • Charlotte, NC

Applications accepted through July 16<sup>th</sup>, 2021 • Desired Start Date of August 11<sup>th</sup>, 2021

### **Position Overview**

The Program Manager is responsible for program execution in 4-6 schools (serving ~250-350 students) through leading program staff, providing hands-on and out-in-front support in schools, and planning and execution to ensure highest program quality and fidelity for student success. The Program Manager acts as an on-site Program Coordinator in Year 1 of their role. In addition, this person will contribute positively overall to Heart Math Tutoring's (HMT) growing team, with a high bar for excellence and strong relationship building. This person must passionately inspire staff, volunteers, school leaders, and donors to ensure all students develop the strong foundation in math and enthusiasm for academics they need for long-term success.

### **Primary Responsibilities**

#### ***Program Management- Manage all aspects of program implementation at your school sites***

- Use strong instructional practices, observations, and data to support the academic growth of ~250-350 students across 4-6 schools.
- Become an expert in elementary math instruction and best practices including HMT assessments and curriculum. Use student data to inform student needs, coach staff, provide hands-on support and modeling.
- Analyze and report data to principal and school partners.
- In Year 1, serve as Program Coordinator (~18 hours per week), mid-August through late May.

#### ***People Management- Build, manage, and retain a team of 4-6 Program Coordinators***

Program Coordinators are 18-20 hour/week employees each dedicated to a school site where they are the liaison between volunteer tutors, students, teachers, and school staff.

- On a weekly basis, Program Manager will attend at least one tutoring session at each school (providing hands-on support/modeling). They will also meet weekly with each coordinator to coach, provide feedback, and review student data.
- Meet weekly with Program Director and Program Manager team.
- Support coordinator training and ongoing professional development.

#### ***Relationship Building- Manage HMT's relationship with the School Leaders (Principal, AP, Lead Teachers) in your 4-6 schools***

- Build relationships with principals, gaining buy-in and sense of partnership. Incorporating feedback into program design, where opportunities exist.
- Represent HMT interests and needs in planning the program with principals with support from Program Director.
- Build relationships with lead teachers, gaining buy-in and a sense of partnership. Support the Program Coordinator's relationship with teachers, leveraging your content knowledge and credibility in formal and informal settings with the PC.

- Represent HMT among school-based partnerships in your schools- build relationships, attend meetings, gain awareness of resources provided to and needed by students.

### ***Volunteer Recruitment***

- Actively participate in volunteer recruitment season (May-September). Work with team to recruit, retain, and support volunteer tutors.
- Maintain and grow new and existing volunteer and community partnerships.
  - Serve as primary account manager for a selected number of organization partners. Set and meet goals for tutor recruitment from those partners.
  - Serve as dual account manager for a selected number of organizations. Provide support and backup to your teammates to reach the recruitment goals.

***Program Projects:*** Special projects as assigned.

### ***General Responsibilities***

- Contribute to HMT’s culture of philanthropy, attracting resources (volunteers, donors) to the program to fulfill our mission.
- Be a strong team member, working closely with Program Director and all HMT staff/volunteers to maintain, develop, and improve the program.
- Demonstrate HMT core values: student-centered, precision and professionalism, gratitude, growth mindset, civic engagement.

**Key Skills:** To be successful in this role, you will need most, if not all, of the following skills.

- 3+ years of experience in coaching and leadership roles and developing others.
- Proven management skills preferred, ability to differentiate management styles across lines of diversity.
- Has experience working in public education as an educator or working directly with Title I schools.
- Critical thinking and problem-solving ability- comes up with pragmatic, equitable, and sustainable ways to tackle challenges and produce positive change.
- Strong relationship-building skills- ability to quickly build trust with direct reports and a wide variety of different stakeholders. Capacity for hundreds of student, volunteer, and school relationships.
- Organizational skills- ability to prioritize tasks and manage competing priorities.
- Commitment to racial equity and social justice- You recognize the role of race, income, age, immigration status, and other identities in shaping educational disparities. You recognize how your own identities show up in the work, and welcome, reflect on, and act on feedback with an eye toward continuous learning about race, ability, and other lines of difference.
- High level written and verbal communication skills.
- Desire to work with elementary-aged students.
- Strong computer skills, including MS Office and database management (Salesforce).  
Fluency in Spanish preferred.

**About Heart Math Tutoring:** We believe volunteer tutors can be a powerful resource for students if given tools and support, and we believe all children can understand math at high levels. We focus on students who may not have resources to access private tutoring and who qualify as “economically disadvantaged” in school records. To date, 98% of HMT students have met program growth goals, and over 90% of math teachers report that students show an increase in enthusiasm and/or confidence towards academics as a result of the program.

**To Apply:** Please submit a resume, cover letter, and three professional references to [communications@hearttutoring.org](mailto:communications@hearttutoring.org) with the subject line "2021 Program Manager Application." Please explain in the cover letter why you are interested in this job. Applications will be accepted until July 9<sup>th</sup>, 2021.

**Compensation:** We offer a competitive salary commensurate with experience, this is a full time, exempt, salaried position with a salary range of \$47K-\$53K

We are an equal opportunity employer committed to building an inclusive work environment. Benefits include healthcare, dental, and vision coverage; retirement matching; paid time off; parental leave; professional development budget; short-term disability insurance, and more.