



Connecting Students & Volunteers  
for Results that Count

## Job Description: Program Manager

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

Applications Reviewed on Rolling Basis • Desired Start Date of July 16<sup>th</sup>, 2018

### **About the Organization: Heart Math Tutoring (“Heart”)**

Heart is a Tier II math intervention program used in high-poverty elementary schools with a mission of ensuring that all elementary students develop the strong foundation in math and enthusiasm for academics needed for long-term success, by helping schools use volunteers as tutors. Seventy one percent of economically disadvantaged students in Charlotte are not performing on grade level in math. Volunteer tutors are a powerful resource for addressing this, if given the right tools and support.

The program became a 501c3 nonprofit in July 2014 and currently supports 980 weekly volunteer tutors who serve 915 students across seventeen school sites. In 2018/19, the program will support ~1,300 volunteer tutors to serve ~1,100 students across 20-24 school sites in Charlotte, NC.

To date, 98% of Heart students have met program growth goals in math, and more than 90% of teachers report that students show an increase in enthusiasm and/or confidence towards academics as a result of the program. Visit [www.hearttutoring.org](http://www.hearttutoring.org) for more information.

### **About the Role: Program Manager**

The Program Manager is responsible for program execution in 6 – 8 schools (serving 300 – 450 students) through leading program staff, providing hands-on and out-in-front support in schools, and meticulous planning and execution to ensure highest program quality and fidelity for student success. In addition, this person will contribute positively overall to Heart’s growing team, with a high bar for excellence. This person must passionately inspire staff, volunteers, school leaders, and donors to act with urgency to ensure all students develop the strong foundation in math and enthusiasm for academics they need for long-term success.

**Job Responsibilities:** Key responsibilities are listed below.

- Use data and strong instructional practices to **support the academic growth of 300 – 450 students** across 6 – 8 schools.
  - Become an expert in elementary math instruction and best practices.
  - Become an expert in Heart’s assessments and curriculum.
  - Use student data to inform student needs, coach staff, provide hands-on support and modeling, report to principals/teachers, and report to Executive Director.
  - Use program data to identify and address operational challenges quickly.
- **Manage a team of 6 – 8 Program Coordinators.** Program Coordinators are 18 hour/week employees each dedicated to a single school site where he/she assesses students and monitors instruction, provides ongoing support to tutors, and communicates with teachers and school staff.
  - Oversee hiring and performance management.
  - Provide training and ongoing professional development.
  - Provide team leadership.

- Coach and provide hands-on support / modeling in the schools.
- On a weekly basis, Program Manager will attend a tutoring session at each school and meet with each coordinator to review program data and offer help.
- Manage Heart's **relationship with the School Leaders (Principal, AP)** in your 6 – 8 schools.
  - Build relationships with principals, gaining buy-in and sense of partnership.
  - Represent Heart's interests and needs in planning the program with principals.
  - Incorporate principal feedback into program design, where opportunities exist.
- Maintain and improve upon existing **program operations**.
  - Execute Program Calendar with fidelity and precision.
  - Manage program-related projects, including parent events, materials procurement, pre- and post- assessments, and other program-related items.
  - Effectively manage time and balance multiple competing priorities at once.
- Work with team to recruit, retain, and support **volunteer tutors**.
- Contribute to Heart's **culture of philanthropy**, attracting resources (volunteers, donors) to the program to fulfill Heart's mission.
- Be a strong team member, working closely with Executive Director and all Heart staff/volunteers to maintain, develop, and improve the program.

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

- Strong written communication
- Strong oral communication and presence
- Exceptional attention to detail
- Exceptional organization skills
- Leadership (adults and children)
- Teaching, instructional practices
- Relationship building across lines of diversity
- Data analysis and presentation
- Project management
- Strong computer skills including but not limited to Word, Excel, email and contact management, CRM tools, and file sharing systems

**Beliefs/Interests:**

- Operates with passion and sense of urgency in helping each child reach his/her full potential
- Holds strong belief that all students can learn and ultimately perform at or above grade level
- Desires to work with elementary-aged students
- Enjoys managing a team
- Believes in importance of data and attention to detail
- Believes that a strong foundation in math is critical to a person's success and opportunities
- Values volunteerism
- Values and exhibits collaboration and teamwork, with internal and external partners
- Is excited by both strategic and on-the-ground work
- Has interest in working in a start-up environment, which requires planning and strategy in addition to flexibility

**Background and Experience:** The following areas of experience will help a candidate be successful in this role.

- Minimum of five years of relevant work experience, with at least two years of teaching experience.

- Has had success in driving student achievement
- Has had success leading adults
- Has been successful in a school setting
- Has experience with low-income population
- Has completed substantial training/education related to Teaching and Learning
- Has managed successful projects involving attention to details and precise planning
- Has successfully built relationships across lines of diversity
- Holds a bachelor's degree or equivalent experience
- Has access to reliable transportation and has some flexibility and adaptability in work schedule, including some night and weekend time
- (Desired) Has experience with math assessments, teaching strategies, and student data analysis

**To apply:** Submit the following documents to [communications@hearttutoring.org](mailto:communications@hearttutoring.org) as soon as possible.

- Resume – standard format including education, work, and volunteer experience
- Cover letter – standard, 1-page format explaining your interest in the role and why you believe you are a good fit

When submitting, use the subject line, “2018 Program Manager Application”, and address correspondence to Emily Elliott.

**Hiring Timeline:** Applications are being reviewed on a rolling basis. Desired start date is July 16<sup>th</sup>, 2018.

**Compensation:** Salary is commensurate with experience. Competitive benefits.

**Other:** full time; exempt; Charlotte, NC; initially reports to Executive Director