



Wishbone.org is hiring!

POSITION: Director of Student Operations

Wishbone provides a scalable service for low-income students to discover, access and afford quality after school and summer programs.

SUMMARY:

We are looking for a talented, proactive individual to lead strategic program development and execute all of Wishbone's student day-to-day operations. The Student Operations Director will be responsible for setting high-level strategies around student engagement, operations flow, and alumni efforts, as well as teacher engagement and evaluation. The candidate must have high-level critical thinking skills and prior experience in scaling program operations. The candidate must be able to work under pressure of deadlines, take initiative to develop and implement new strategies to recruit and engage students and teachers, and be able to manage many different sets of relationships effectively.

Prior work in an urban school setting, either as a teacher or counselor, preferred.

We are looking for a true team member; there is much room for growth in this position.

PRIMARY RESPONSIBILITIES:

Day-to-Day Student Operations

Recruitment

- Develop and execute annual recruitment plan based on organizational goals to recruit low-income, high-potential high school students to apply to Wishbone
- Perform broad outreach to schools, teacher networks, mentoring organizations, and other partners, through emails, phone calls, and in-person presentations

Application Tracking and Assessment

- Develop, implement, and execute a streamlined application process
- Conduct thorough application review via rubric and phone interviews with students
- Maintain application tracking database, including updating information with speed and accuracy
- Work closely with Director of Program to make successful matches between students and programs, based on keen understanding of students' strengths and qualities
- Provide support to students and teachers using Wishbone.org throughout the application cycle
- Communicate with teachers, who play a key role in guiding students throughout the application process

Student Campaign Posting Strategy

- Create and implement strategy of posting student campaigns based off of program deadlines and internal “tracks”
- Implement strategies to increase funding efforts around students’ campaigns

Student and Teacher Engagement

Teacher Sourcing and Evaluation Strategy

- Source and evaluate the best teachers to participate in our program as Teacher Advocates from schools, organizations, and other networks
- Track conversion rates of teachers reached and behavior of teachers participating
- Create content to support and showcase Teacher Advocates
- Implement quick feedback loops from participating and potential teachers
- Create and implement Teacher Advocate Leadership Program

Teacher Engagement Strategy

- Activate teachers to be enthusiastic participants in the Wishbone life-cycle
- Organize and track all required materials for Teacher Advocate, including Teacher Advocate requirements, next steps in the Wishbone process, fundraising curriculum, surveys, and student update communication requirements
- Measure and track all teacher engagement
- Implement new strategies to reach desired teacher engagement goals

Student Engagement Strategy

- Design and implement annual plan to increase engagement of Wishbone students
- Analyze conversion rates and create solution to increase student application completion rate
- Create strategy to meet specific demographic goals in applicant pool
- Create and manage strategy around calendar of necessary student reminders
- Manage student “updates” system and track student participation
- Create strategy to define Wishbone student culture and expectations
- Design and implement annual plan to engage Wishbone Alumni via an alumni program and Ambassadors program

REQUIRED QUALIFICATIONS:

- Undergraduate degree
- Critical thinking skills
- Has prior experience in setting, executing, and measuring results of key strategies
- Has prior experience in bringing program operations to scale within a fast-paced, growing organization
- Experience in an urban school setting, either as a teacher, counselor, school leader, or mentor
- Minimum of 5 years of work experience; this is not an entry-level position.
- Strong understanding of student and teacher perspectives, and ability to effectively assess the potential of high school students
- Comfort working with and presenting to teachers, students, and leaders in low-income high schools
- Exemplary writing, editing, and verbal communication skills
- Strong computer skills: Microsoft Office, and ability to use social media effectively
- Highly organized; ability to manage multiple tasks at once and meet deadlines

- Strong interpersonal and persuasion skills required to work with a broad range of stakeholders, as well as a passion and skill for connecting with people and building relationships
- Excellent follow-through
- Great collaborator and team player
- Highly motivated, with an entrepreneurial spirit and positive attitude
- Passion and commitment to Wishbone's mission

PREFERRED QUALIFICATIONS:

- Some knowledge of school districts and education landscape in Wishbone regions (currently SF Bay Area and NYC)
 - Spanish language skills
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Position will work out of San Francisco, CA.

Salary & Benefits:

We offer a competitive salary and benefits package, depending on experience and qualifications.

To Apply:

Applicants should forward cover letter and resume to Beth Schmidt: jobs@wishbone.org. Applicant should have availability to at least two references, one of which should be from most recent work position.

Wishbone.org is an Equal Opportunity Employer and encourages applicants of all backgrounds to apply. Wishbone.org is committed to diversity in our organization.