



Director of Program Operations

ORGANIZATIONAL OVERVIEW

About Us and Our Philosophy

Breakthrough Greater Boston (BTGB) is a transformative college access and teacher training program. BTGB offers ten+ years of academic enrichment, college preparation to middle school and high school students with high potential but limited opportunities, and college persistence and success supports to our students. Simultaneously, BTGB recruits, trains, and inspires a diverse cohort of high achieving college students to become the next generation of urban teachers. Leveraging a Students Teaching Students model, BTGB provides engaging, tuition-free academic programming during the summer and after school. Our students gain the skills and motivation to succeed in rigorous high school courses and, ultimately, in college. Meanwhile, our teachers gain hands-on experience, research-based training and coaching from professional educators.

With a deep commitment to our mission, BTGB operates with the highest standards of integrity and best practices, while also enjoying the ability to be innovative and flexible to meet the evolving needs of our students, families, and teachers. Our team is diverse, high-performing, and dedicated. We continue to build an organizational culture that emphasizes our core values for every member of our community:

- **Spirit:** We cherish and embody the youthful energy and spirit of our students and teachers
- **Continual Learning:** Everyone in our community has something to learn and something to teach
- **Team Together:** We all chip in to accomplish whatever is needed for our teammates and the broader organization
- **Student Centered:** Our students are our first priority and our decisions center around what benefits our students
- **Equity and Opportunity:** We value diversity of identity, background and thought. We treat everyone with dignity and respect
- **Excellence in Everything:** We maintain high expectations for ourselves

Breakthrough Greater Boston encourages individuals of all backgrounds to apply for this position, and we do not discriminate on any basis prohibited by applicable law. We celebrate the diversity of our world and community, and we seek to build a team that reflects that diversity in every way. We welcome and encourage all qualified applicants who share our vision, as we wish to engage all those who can contribute to our work and mission.

THE OPPORTUNITY

Breakthrough Greater Boston is currently seeking a highly motivated and talented Director of Program Operations (DPO) to ensure effective operational strategy and smooth day-to-day management including the oversight of essential systems and functions to support programming across all three campuses. The DPO is responsible for ensuring that our processes and systems adapt and improve as programming continues to evolve. The DPO will have a primary area of focus in program management, but will also be supporting all areas of operations, as needed. The DPO reports directly to the Senior Director of HR & Operations and is part of a four-person team. This role works closely with the Leadership Team and program staff, serving as the primary operations support and making key operational decisions affecting all programs.

YOUR CONTRIBUTION

In this exciting role you will be responsible for a variety of critical operational responsibilities including:

Program Operations

- Support Campus Directors and program staff with program management, including emergency preparedness, procurement, and inventory management to ensure smooth and efficient program operations
- Oversee on-site program operations during Super Saturday events, the Summer Program, College Prep Institute, high school programming, post-secondary success programming, and teacher training to ensure staff feel supported and all operational needs are effectively met
- Coordinate transportation and nutrition services across all campuses in collaboration campus and program directors
- Liaise with key program partners, including Cambridge and Boston schools, local universities, and other community organizations to ensure strong and sustainable partnerships as well as to maintain and coordinate in-kind supports
- Collaborate with Senior Directors to support program teams in developing and implementing strategies that effectively address their operational needs

Operations and General Administration

- Identify system gaps and propose solutions to improve operations across multiple locations
- Design, implement, and maintain standard operational policies and procedures, including ongoing updates to operations and program manuals
- Support risk management efforts by coordinating student and staff safety protocols, reviewing emergency procedures, and ensuring appropriate program-related staff trainings are conducted

Human Resources

- Maintain a positive work culture that emphasizes our core values, professional development, retention, and ensures a high level of employee morale, including among seasonal program staff
- Support with background checks and all processes and systems supporting the employment lifecycle including but not limited to, recruitment, interviewing onboarding, and offboarding of seasonal program staff
- Support on reviewing teaching fellow handbook and training annually to ensure compliance with labor laws
- Serve as a point of contact for program staff to address concerns, foster a positive and healthy work environment.

Technology

- Collaborate with the Development & Operations Associate and IT consultant to design and implement effective processes that support staff efficiency and success as it related to programming
- Manage maintenance and organization of copiers and Chromebook carts to ensure all equipment is functional and accessible for program use

YOUR BACKGROUND AND QUALIFICATIONS

As the incoming Director of Operations, you will possess many, though perhaps not all, of the following characteristics and qualifications:

- Four years of experience with operations management or nonprofit administration with significant experience in finance, human resources, or program management, preferably in a school or education setting
- An unwavering commitment to equity, in deepening your personal understanding and in advancing our collective work
- Outstanding interpersonal and communication skills with students, families and educators
- Superior organization and project management skills

- Ability to work on multiple projects, adjust quickly to shifting priorities, meet deadlines, exercise good judgment and handle high-pressure situations
- Exceptional written and verbal communication skills with the ability to interact effectively with a variety of audiences
- Team player who demonstrates a positive attitude, sense of humor, energy, entrepreneurial spirit and dedication to collaboration
- Prior experience with Breakthrough model highly desirable; familiarity with partner schools or districts a plus
- Flexibility that allows for periodic work on Saturdays and evenings
- Candidates of color and those from low-income backgrounds are strongly encouraged to apply as are those with fluency in Spanish, Portuguese, Haitian Creole, Amharic, Somali, Arabic, Bengali, Hindi, Tigrinya or Urdu
- Bachelor's degree
- Driver's license required; personal vehicle preferred for travel across campuses.

COMPENSATION

Breakthrough Greater Boston offers a competitive compensation package and is deeply committed to pay equity and transparency. The salary range for this position is \$81,600-94,800 Breakthrough Greater Boston makes an offer based on relevant years of experience and does not negotiate salaries.

HOW TO JOIN OUR TEAM

If you are interested in learning more about how your passion and experience can help Breakthrough meet its mission and grow its impact, please submit your resume and a **thoughtful and targeted cover letter** outlining how your skills and experience meet the qualifications of the position and stating how you heard about this opportunity. Applications can be submitted to Paola Martin, Senior Director of HR, at jobs@btgbmail.org.