



KANSAS CITY TEACHER RESIDENCY

Position Description

TITLE: Operations Associate

REPORTS TO: Director of Accountability and Operations

DATE: April 2019

BACKGROUND:

The Kansas City Teacher Residency (KCTR) is committed to increasing the number of classrooms that have highly effective and quality teachers that are present in urban schools across the Kansas City, Missouri metropolitan area. KCTR works towards this vision for our city by recruiting, preparing, developing, placing, and retaining mission-oriented individuals to teach in these classrooms. Founded in 2015, KCTR has been able to transform the local teacher preparation landscape. In collaboration with the National Center for Teacher Residencies, KCTR has developed a true urban teacher residency program that is modeled after other teacher residency models from across the country. Our 4-year urban teacher preparation program begins with a rigorous Residency Year followed by a 3-year Resident Graduate program that takes pre-service teachers from novice to mastery in the teaching craft through our program. In addition, KCTR believes that it is important to be a program that is designed to reflect the diversity of the Kansas City community through the representation of people of color and males that complete our teacher preparation program. By 2020, KCTR has a goal to graduate and at least 160 new teachers from the Residency Year into full time teaching positions in schools across the metro, with at least 50% of the graduates being a person of color and 30% identifying as male.

POSITION VISION:

The Operations Associate position with KCTR will be responsible for the effective development and implementation of internal administrative and operational practices that ensure that the organization is running efficiently. This role is a central figure in the organization and serves as the front line customer service specialist for various stakeholders, internally and externally. The Operations Associate will be responsible for wearing several hats within the organization that includes office management, program operations, events management, human resources support, and other supports as identified.



KANSAS CITY **TEACHER RESIDENCY**

Office Management

- Process and distribute mail
- Manage main phone line and messages
- Manage office maintenance needs
- Manage office collaboration spaces including supplies, technology, & reservations
- Order supplies & restock office common spaces
- Organize & secure travel arrangements for any staff travel outside KC metro area
- Support team members with technology & material needs
- Maintain office & program records & documentation
- Receive & distribute shipments
- Support team members in logistical operations such as registrations, correspondence, setting up meetings and drafting reports

Program Operations

- Collaborate with program team members to determine operational needs for programmatic events
- Manage materials & supplies for programmatic events
- Secure internal or external spaces for programmatic events
- Provide on-site operational support during events as needed
- Compile and publish programmatic newsletter
- Support in the development & dissemination of collateral for the organization

Events Management

- Collaboratively plan & execute key annual events (kickoff, holiday party, end-of year celebrations)
 - Secure venue locations
 - Manage catering needs
 - Manage event budget
 - Manage invitations & RSVP list
- Assist in executing other events as needed such as focus groups, school visits, info-sessions, etc
- Support in executing cohort & staff celebrations

Human Resources Support

- Distribute & track contracts, agreements, & HR paperwork with staff, Residents, & partners
- Provide documentation for Residents in program participation
- Manage operational & logistical needs for staff onboarding
- Monitor & support Resident onboarding from selection through matriculation into the program



QUALIFICATIONS:

- Bachelor's Degree is preferred
- Prior experience in project management and event planning is strongly encouraged
- Previous experience as an administrative assistant is encouraged
- Ability to interact with external & internal stakeholders regularly
- Takes initiative in the face of ambiguity
- Track record of success in setting and achieving goals
- Ability to collaborate with multiple stakeholders to complete a project
- Excellent oral, written and interpersonal communication skills
- Strong organizational skills to work efficiently and independently
- Ability to multi-task effectively and still achieve outcomes
- Awareness of and comfort with issues of diversity, specifically around race, class, and gender; ability to easily engage in and facilitate discussions about diversity without unduly focusing on them
- Ability to interact with diverse populations
- Experience in urban public schools, with a deep understanding of the opportunities and challenges within that dynamic environment, is preferred
- Ability to work under pressure to meet goals and deadlines both independently and cooperatively
- Ability to analyze and evaluate data to drive decision making

A successful candidate profile:

- The successful candidate must believe in the core values of Kansas City Teacher Residency, and be driven by the mission
- Track record of success in academic and professional settings
- Strong communication skills that to effectively communicate with diverse colleagues and stakeholders
- Must exhibit a keen sense of responsibility and enjoy working with multiple demands, shifting priorities, and constant change.
- Intermediate or advanced knowledge of excel is a plus
- A willingness and ability to learn new software
- Embody an entrepreneurial spirit encompassing a sense of personal urgency and responsibility for program success
- Excellent communication skills: well-developed verbal skills, writing skills, and strong presentation skills
- Skilled in managing and building relationships
- Ability to work independently with minimal supervision
- Ability to communicate effectively with all members of the KCTR team at all levels within the organization
- Capacity to make verbal presentations as required
- Adequate understanding of nonprofit start-up and team dynamics



KANSAS CITY **TEACHER RESIDENCY**

- Strong analytical skills with an ability to assimilate to new information and processes quickly with solid judgment and decision-making abilities
- Solid understanding of the content, processes, deliverables and overall objective of the KCTR program
- Ability to remain a calm and competent demeanor in uncomfortable situations
- Should be tactful and diplomatic with good listening skills and an approachable personality. Must be capable of building and sustaining long-term relationships

Travel: This position will require occasional business travel.

All of the statements in this position description are intended to describe the general nature of the work being performed and are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required. This document describes the position currently available. KCTR reserves the right to modify job duties or job descriptions at any time, including after the position is filled.

COMPENSATION:

The Kansas City Teacher Residency offers a competitive compensation package commensurate with anticipated duties and responsibilities, including benefits.

TO APPLY:

Interested applicants can apply for this position by submitting a cover letter and resume. Submit your materials on the Kansas City Teacher Residency webpage at www.kcteach.org, or by emailing directly to resume@kcteach.org.