



## CONTEXT

Since 2005, the New Orleans school system has been reinvented by setting high standards for charter approval and renewal, building a strong pipeline of educators, providing school principals with autonomy, and fostering a system capable of making mid-course corrections to continuously improve the quality of public education in New Orleans. As the country's first urban school district to convert almost entirely to charter schools, New Orleans has transformed how public education is delivered. This reimagining of public education, along with the hard work of students, parents, educators, and organizations like NSNO, has led to unprecedented academic growth. While New Orleans schools have accomplished much, there is still a long way to go before every child has an opportunity to go to a great school.

NSNO's mission — delivering on the promise of excellent public schools for every child in New Orleans — drives everything we do. To achieve this mission, NSNO drives change in three ways: 1) we invest in the launch or expansion of high-performing open-enrollment public charter schools, 2) we help schools become more effective by providing them with direct support to help accelerate academic improvements, and 3) we coordinate solutions to citywide challenges to remove barriers to academic excellence. Our commitment to supporting schools, students, parents and educators and maintaining an environment that fosters greatness in our city's schools will not waiver until all New Orleans children have access to an excellent education.

## ROLE AND RESPONSIBILITIES

The Operations Coordinator plays the important role of ensuring our office runs effectively and efficiently and that all staff members have the materials and equipment they need to do their work in a high-quality way. There are four main areas of work that the Operations Coordinator is responsible for:

**Technology Research and Support:** The Operations Coordinator oversees all elements of NSNO's technology support. He or she will work to ensure issues are minimized and effectively handled when they arise. NSNO contracts with an IT service provider, Bellwether Technology, for our technology support, but the Operations Coordinator acts as the liaison between Bellwether and the staff and is the first line of defense on issues they are able to resolve. Specifically, this entails:

- Providing "customer service" type support when individual staff members are experiencing technology challenges and when there are issues impacting the entire organization
- Establishing and training staff on systems related to technology support
- Trouble shooting recurrent technology issues for long-term sustainable solutions and overseeing transitions to any new systems and/or programs with minimal disruption
- Researching and developing recommendations for technology hardware and software solutions
- Ordering all technology related supplies (e.g. new computers, printer materials, software etc.)
- Overseeing the process to set up new staff members with computers and phones and training them on how to use them
- Acting as the point of contact for the staff on any technology related issues in the office between the hours of 9am-5pm Monday – Friday, and occasionally outside those hours when issues are keeping staff from being able to do their jobs

**Office management:** Any aspect of maintaining and updating NSNO's office space falls to the Operations Coordinator. This includes:

- Ordering and keeping inventory of office supplies
- Overseeing the maintenance and appearance of the office space
- Acting as NSNO's liaison with building management
- Invoicing organizations that use NSNO's phone and internet services
- Maintaining and updating NSNO's listservs
- Coordinating and distributing office mail
- Facilitating and overseeing the organization's emergency management plan
- Overseeing any additional projects that arise related to office management

**Human resources and organizational culture support:** The Operations Coordinator will work with the Senior Director of Human Resources on a variety of organization-wide activities, including:

- Supporting the scheduling of and overseeing compliance with the organizational calendar (holidays, team events, retreats, performance reviews, compliance deadlines)
- Monitoring actual spending against the human resources and operations budgets
- Planning, scheduling, and logistical support for whole-staff events (e.g. staff retreats, holiday party, days of service)
- Monthly compliance reporting tracking
- Supporting onboarding of new team members
- Scheduling and putting together the agenda for operations team meetings



**Chief of Staff logistical support:** Lastly, an aspect of this role is supporting our Chief of Staff on logistics for special events and workshops.

**This is an exciting opportunity for anyone who:**

- Is motivated by working behind-the-scenes to make sure others have what they need to do high-quality work
- Considers themselves “tech-savvy”, whether they have done technology related work in the past or not
- Likes developing creative systems and structures that make things more efficient
- Wants to work directly with all members of an organization to help support schools across New Orleans

## REQUISITE QUALIFICATIONS

- Comfort with general technology systems and a proven ability to research technology related issues
- Clear and strong communication skills (written and verbal)
- The ability to manage multiple projects and tasks with a keen attention to detail and a strong aptitude to prioritize time efficiently
- Ability to adapt to changing and challenging circumstances by staying positive and outcomes-oriented
- Strong proactive problem-solving and critical thinking skills, and the willingness to speak up when something can be done more effectively
- The ability to work independently, but also know what questions to ask of others and when in order to make strategic decisions on behalf of the organization
- A professional demeanor and utmost discretion when dealing with confidential information
- An eagerness for continuous personal development, a deep curiosity to learn new things, and a history of executing on feedback to improve performance
- The ability to be in the office between the hours of 9am-5pm Monday – Friday to provide technology and other operations support to team members, and occasionally outside of these hours when problem solving major issues impacting people’s ability to get their work done
- Strong alignment with NSNO’s [Mission, Core Values](#), and [Core Beliefs](#)

## PREFERRED QUALIFICATIONS

- 1-3 years of work experience in an office setting

**To APPLY FOR THIS POSITION VISIT:** <https://nsno.wufoo.com/forms/operations-coordinator/>

New Schools for New Orleans (NSNO) is an **Equal Employment Opportunity employer** and has a strong commitment to building a diverse and inclusive team. As such, it is the continuing policy of NSNO to consider all applicants without regard to race, color, religion, national origin, age, gender, sexual orientation, genetic information, veteran status, physical or mental disability, or any other categories protected by applicable federal, state, or local law, provided they are otherwise able to perform the essential functions of the job.