



Director of Operations

“The progress that our students have made in recent years is inspiring – there is no doubt that they are capable of achieving at high levels and leading Tennessee into a bright future. While education stakeholders are already working together in exciting ways in Tennessee, it is our responsibility to redouble our innovative efforts to ensure that we are supporting our students to truly excel and thrive. The future of our state depends on it.”

- Senator Bill Frist, Chairman and Founder, SCORE

ABOUT SCORE

Tennessee has been making significant progress in advancing a bold education reform plan over the last decade and is now a leader in the nation in dramatically improving student achievement. Tennessee is among the fastest improving states for student achievement according to the Nation’s Report Card.

While Tennessee has made significant gains, there is much still to do – in public K12 education, in college and career readiness, and in postsecondary completion. The State Collaborative on Reforming Education (SCORE) plays a critical role in advancing student achievement, aligning K12 and postsecondary, and ensuring that all students can achieve career and life success. We work to monitor statewide progress in support of a prioritized agenda that drives collaboration across the state on policy while generating proof points and providing targeted support for implementation across the state.

SCORE is an independent, nonprofit, and nonpartisan organization founded by former US Senate Majority Leader Bill Frist and is dedicated to the goal that that all students can achieve success in college, career, and life. SCORE supports student success in public schools across Tennessee by ensuring all schools and systems meet high expectations; preparing, recruiting, supporting, and retaining excellent teachers and leaders; and aligning K-12 and college with career and life success.

SCORE is based at Vanderbilt University’s John Seigenthaler Center. For more information on SCORE, please visit www.tnscore.org.

OVERVIEW OF THE POSITION

The Director of Operations will play a critical role in advancing the organization’s work. This individual will be responsible for managing critical infrastructure, including partnering with the Vice President of Finance and Operations to research and implement processes regarding talent development and team supports, supporting the management of the organization’s HR function, overseeing the IT and technology function, overseeing the organization’s event management function, and ensuring the office environment and business operations supports are conducive to the SCORE team doing its best work. This role requires a detail-oriented individual with a passion for ensuring that an organization has the infrastructure needed to be best in class among nonprofits.

The Director of Operations will report to the Vice President of Finance and Operations. This position is located in Nashville, TN.

KEY RESPONSIBILITIES

- Support the Vice President of Finance and Operations in growing the organization’s HR function, including supporting the performance management process, researching and implementing team member professional development opportunities, onboarding new employees, supporting

the annual open enrollment process, and partnering with Leadership Team to develop and execute a team learning agenda.

- Manage a process to determine office space needs and identify/execute any changes to the current office space or identify new office space for the organization.
- Oversee IT-related function, including ensuring team members have adequate technology to perform their roles, overseeing a process to implement a new phone system, overseeing a process to implement technology that supports remote work, and determining and executing the transition to an effective CRM system.
- Manage both the Events and Special Projects Manager and Administrative Coordinator, including team capacity, coaching, professional development, and performance management to ensure goals are met.
- Develop and review contracts on behalf of the organization as necessary and oversee contract management.
- Oversee office management, including Experience Team, office supply procurement, and the relationship with the building in which SCORE is located.

CANDIDATE REQUIREMENTS

- A bachelor's degree is the minimum education level required
- Business operations or other related experience required
- Management experience strongly preferred
- Candidates must have a passion for SCORE's mission and a drive to dramatically improve outcomes for students in Tennessee
- Candidates must have demonstrated success in project management
- Candidates must have proven experience managing multiple tasks simultaneously in a fast-paced, rapid-growth, high-intensity, and intellectually-demanding environment
- Candidates must demonstrate an extraordinarily high attention to detail
- Candidates must demonstrate the ability to think in innovative ways and the ability to maintain an internal customer-service orientation
- Candidates must have a strong command of technology and an interest in effective utilization of technology
- Candidates must be able to problem solve in the moment and pro-actively consult and communicate with other team members and external partners as appropriate

COMPENSATION

Compensation will be competitive based on the candidate's previous experience and credentials.

TO APPLY

To apply, please send a resume and cover letter to hr@tnscore.org. Application materials should be **submitted by Friday, July 5, 2019.**