



Job Title: School Operations Manager

Location: Remote (in-person for required company events)

Reports To: VP, Operations

Position Status: Exempt

Responsibilities

- Directs all processes necessary for test delivery to CLT's school partners from ordering exams to score release.
- Manages and trains the School Operations team, including sub-manager(s).
- Manages the relationships with any vendors necessary for test delivery.
- Communicates and collaborates effectively with the CLT sales team.
- Develops policies and procedures to optimize the customer experience.
- Oversees the creation and maintenance of school-facing documentation.
- Provides customer-centric guidance for product development and the development of new tools in Hubspot and related systems.
- Collects and provides reporting data for decision making.
- Other duties as assigned, including direct customer support as needed.

Requirements

- Proven leader, capable of managing and mentoring a team and collaborating with other departments and external partners.
- Clear and effective communicator who can take the perspective of a school administrator.
- Experience leading a team through scaling and system transitions.
- Experience with a CRM (e.g. Hubspot)
- Comfortable working with information systems and identifying improvements to benefit the customer.
- Comfortable with Excel/Google Sheets.
- Experience with educational structures (e.g. Private and charter school networks, public schools and districts, Diocesan schools)
- Affinity for classical schooling, homeschooling, and CLT's target market.
- Demonstrates CLT's Core Values: Anchored, Humane, and Passionate
- BA or equivalent.