



COALITION OF SCHOOLS EDUCATING BOYS OF COLOR

Manager of Client Services and Operations

OUR ORGANIZATION

Coalition of Schools Educating Boys of Color (COSEBOC) is a national education organization of practitioners solely focused on promoting the educational success of boys and young men of color. COSEBOC works with all schools – preK-12th grade; public, charter and private; coed and single gender. COSEBOC connects research, policy and practice and is a learning community for school leaders.

COSEBOC's growing menu of programs and services are rooted in our COSEBOC Standards for Educating Boys and Young Men of Color.

MISSION

The mission of the Coalition of Schools Educating Boys of Color (COSEBOC) is to connect, inspire, support, and strengthen school and community leaders who are dedicated to the affirmative social, emotional, cultural, and academic development of boys and young men of color.

VISION

The potential for boys and young men of color is as boundless as the universe is endless. COSEBOC will be intentional in our mission to empower these students as they strive to actualize their full social, emotional, physical, cultural, and academic potential.

THE OPPORTUNITY

This is an exciting year to join our team as COSEBOC. The Manager of Client Services and Operations (Manager) will oversee the strategic, program and general operations aligned with mission, vision, and strategic goals values of COSEBOC. As an integral member of the COSEBOC team, the Manager of Client Services and Operations will play a key role in organizational planning and communications of the organization.

The Manager's primary role is to serve our members, constituents, and ensure the day-to-day operations, processes, and practices are carried out in an efficient manner by provide ongoing improvement, produce high quality business practices, systems, and mitigate risk. The Manager will monitor and evaluate the effectiveness and efficiency of the organization's infrastructure and communicate plans to the Founder/Executive Director.

The Manager of Client Service and Operations reports directly to the Founder/Executive Director.

RESPONSIBILITIES

Operations 15%

- In collaboration with the Executive Director, ensure that COSEBOC has proper business and technological infrastructure in place to promote efficient workflow, communications.
- Oversee all systems to ensure optimum functionality, efficiency, and effectiveness.
- Serve as liaison to external stakeholders and promote COSEBOC's priorities.
- Produce organizational reports to Executive and Board Committees, as necessary.
- Perform other duties as assigned by the Executive Director.

Strategy & Planning 10%

- Participate in strategic and other organizational planning essential to the support and implementation of goals and objectives.
- Discuss and analyze potential partnerships, affiliations, and funding prospects with the Executive Director to ensure alignment with COSEBOC priorities.
- Provide direction and oversee the marketing and communications consultants as they shape strategic and/or tactical execution of the marketing plan.

Programs & Services 50%

- Ensure the effective implementation and delivery of programs and services for clients and members.
- Develop and execute a diverse prospecting strategy designed and focused on building trusted relationships with schools, school districts and youth serving organizations.
- Schedule and facilitate meetings with clients regarding programs.
- Draft contracts for client services and consultants that deliver services and programs.
- Review contracts received from external parties to ensure that the contract language is in the best interest of COSEBOC, consult with external legal counsel when needed.
- Coordinate services to clients and monitor program delivery by consultants.
- Oversee program consultants who will develop the next generation of potential facilitators.
- Create systems to evaluate client satisfaction, program impact and to maximize revenue generation.



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Accounting 10%

- Perform accounting tasks in collaboration with financial services vendor.
- Confer with Executive Director and, as appropriate, the Board Finance Committee to discuss high-level financial and other organizational matters.
- Develop vendor contracts and serve as external liaison.

Events Management & Membership Management 15%

- Coordinate internal activities required for events with the outside event planner and the Executive Director.
- Track revenue and expenses in Excel to ensure event profitability.
- Encourage the active participation of members.
- Establish an online member platform.
- Respond to member communications.

The Manager of Client Services and Operations will encompass the following requirements:

- Bachelor's Degree and 8+ years of progressive professional experience in the education sector or related field. Master's degree preferred.
- 5+ years of hands-on supervisory and project management experience with ability to manage competing priorities.
- Technically proficient in Microsoft Suite; Word, Outlook, Excel, PowerPoint; membership online tools, donor databases and cloud-based software, NEON CRM preferred.
- Knowledge of educational landscape, professional development, tactics, approaches, and transformational design.
- Excellent interpersonal skills, including the ability to work effectively and diplomatically with constituents: staff, board, consultants, clients, and members.
- Ability to lead and serve as an individual contributor.
- Effective time management, planning and prioritization skills with a strong work ethic to thrive within a lean organization.
- Proven ability to adapt to changing conditions and circumstances while producing quality results with consistency.
- Proven ability to develop work plans and manage multiple projects simultaneously.
- Demonstrated track record in working with contractors.
- Commitment to the delivery of high-quality service.
- Analytical thinker with excellent verbal and written communication skills.
- Passion for and commitment to the mission of COSEBOC.

TO APPLY:

COSEBOC has retained CliftonLarsonAllen to spearhead our search efforts. Please send notes of interest and resumes to Octavia Gilmore, National Search Leader: octavia.gilmore@claconnect.com.