

Engaging Minds Job Posting



Position: Site Coordinator – Natick Location

Position Details: The Site Coordinator is a part-time, hourly position.

Company Description:

Established in 2010, Engaging Minds offers one-on-one tutoring for students in elementary through high school to help them develop and refine the executive function skills that allow them to succeed in school and life. The company's mission is to provide students with learning skills and strategies to become motivated, independent, and confident learners. Instructors at Engaging Minds teach students *how* to learn, employing a methodology that is specifically designed to instill critical thinking skills, learning strategies, and problem-solving skills that students can apply across multiple disciplines. Engaging Minds instructors take time to get to know each student and to develop a personalized learning plan to meet his or her needs. By helping students find academic success early and often, students increase self-confidence and enhance intrinsic motivation, which sets them on a path toward achieving their full potential in school and throughout their lives. In addition to one-on-one tutoring, Engaging Minds also offers professional development workshops and ongoing learning and development for adults who work in the fields of education, counseling and youth development.

Position Summary:

The Site Coordinator will manage and oversee the scheduling and logistics of the tutoring program at the Natick, MA site, collaborate and coordinate with the Director of Operations and/or Lead Educator(s) on scheduling for both families and tutors, liaise with parents and other stakeholders as a welcoming presence in the office, and be responsible for communicating the general operating status of the location with the internal team.

Reporting to the Director of Operations, the Site Coordinator position is a part-time, hourly position. The position requires approximately 25 hours per week for 45 weeks throughout the year.

Principle Responsibilities

Administrative Support - 70%

1. Manage all scheduling for the Natick site, which includes setting up schedules for students and tutors, managing cancellations and rescheduling, finding substitutes to fill schedule gaps (often on short notice) and communicating with constituents to solve scheduling conflicts.
2. Ensure that the office is covered with an in-person presence at a minimum from 3:00pm – 7:00pm Monday – Thursday, and for variable hours on Sundays. In addition, be available to respond to inbound inquiries and schedule changes in a time-sensitive manner when not on site in the office.
3. Organize administrative needs of the site and serve as a resource for managing various systems and processes, which could possibly include things like organizing hiring processes, supporting workshops and trainings, and/or ordering office supplies.
4. Distribute information shared by parents with Instructors and Lead Educators in a timely manner.

Relationship Development – 20%

1. Once a family is referred to the Natick site, serve as a welcoming presence in-person in the office and over the phone and email related to scheduling and logistics.
2. Develop relationships with families so that the Site Coordinator is a familiar face and a primary point of contact within the site.
3. Serve as the on-site manager and face of Engaging Minds for a portion of the open hours of the Natick site.



4. Be flexible as to the business needs of the company at any given time during the year, and work as a leader within the company to facilitate a positive experience for other staff, students and families.
5. Contribute to the office and company culture to ensure that employees at the site are connected to each other. Develop opportunities for communication and engagement and focus on organizational culture as a means of connection.

Internal Learning and Development – 10%

1. Communicate openly and regularly with the Director of Operations and Lead Educators about the general state of affairs at the Natick site and when/if the Site Coordinator observes ways to improve Engaging Minds' work.
2. Liaise with other leaders at Engaging Minds to advise and develop how team members can receive necessary and ongoing training.
3. Connect with Lead Educators and Tutors/Instructors to coordinate any training issues and to ensure that team members are properly utilizing company systems and processes, entering data appropriately, and contributing to the smooth flow of operations for the Natick site.

The Ideal Candidate

The ideal candidate is self-initiated and operates with a sense of ownership and urgency. He/she has a strong orientation to creating and utilizing efficient systems and also has exceptional people skills, with a talent for making others feel welcome. He/she is highly organized and detail-oriented and has the ability to keep multiple initiatives active at once. He/she is action-oriented and isn't afraid to roll up his/her sleeves to solve problems and find solutions as part of a collaborative team.

Qualifications:

- A bachelor's degree or equivalent experience required.
- Exceptional communication skills on the phone, in person and via email.
- Exceptional people management and relationship skills, which will include working with internal team members (Tutors, Lead Educators and Director of Operations), as well as students and families.
- Expertise using technology to manage scheduling and for professional communications.
- A strong sense of ownership and urgency around the functional tasks assigned to this role.
- Excellent problem-solving skills and ability to address complex logistics.
- Ability to think quickly and critically when short-term scheduling logistics need to be managed.
- Comfortable making decisions, but also knowledgeable about when to engage someone else.
- Caring, empathic and hardworking.
- Comfort with holding oneself and others accountable to high standards.
- Confidence to manage relationships with clarity, firmness and purpose, while maintaining high professional standards. Experience exercising discretion and independent judgment in interactions with staff and customers.
- Engaged, responsive and available, both on-site and during hours when other staff members and/or family members may have questions and a time-sensitive need for response.

Compensation:

Compensation for the Site Coordinator is \$22/hour and the position is not eligible for benefits.

How to Apply:

Send an email with a thoughtful cover letter and your resume to jobs@engagingmindsonline.com with "Site Coordinator - Natick" in the subject line. Please tell us how you heard about the job. No phone calls, please. For more information on Engaging Minds please visit our website at www.engagingmindsonline.com.

Engaging Minds is an Equal Opportunity Employer and encourages applicants from diverse backgrounds.