

JOB DESCRIPTION

POSITION/TITLE:	Educational Services Manager
GROUP:	Early Childhood Applied Practice (ECAP)
SUPERVISOR:	ECAP Director
JOB STATUS:	Exempt; Salaried
HOURS:	Full-time; 40 hours per week: 100% FTE

SUMMARY DESCRIPTION: Under the leadership of the ECAP Director, the Educational Services Manager will be responsible for the promotion and implementation of HighScope’s educational services. Responsibilities include identifying new potential consumer organizations; developing, strengthening, and maintaining relationships with new and existing customers; developing training contracts; creating and promoting HighScope services and products; keeping the Education team and Foundation updated and informed on state and federal initiatives, and training and professional development initiatives and trends; supporting RFP submissions and requirements; and supervising the Educational Services team and external field consultants.

ESSENTIAL FUNCTIONS/DUTIES:

The Educational Services Manager’s responsibilities largely fall into two categories: (1) educational services fulfillment and (2) leading the internal Educational Services team and the external group of HighScope Field Consultants. The Educational Services Manager will prioritize work and resources based on departmental goals and the strategic plan, ensuring all deliverables are met and in a fiscally responsible manner. The candidate will also support HighScope’s diversity, equity, inclusion, and racial sensitivity (DEI & R) and awareness efforts by ensuring that DEI & R is central and integrated into all aspects of the training and services, including trainers and materials.

Responsibilities related to educational services fulfillment include:

- Develop strategies to identify organizations which may potentially use HighScope training, services and products
- Develop and maintain relationships with high-volume customers; target top states through marketing, customer service and relationship building
- Develop training contracts with organizations to provide services; ensure that contract agreements are fulfilled; problem-solve or renegotiate any complex problems that may arise
- Develop and manage master training schedule; be attentive and sensitive to individual program needs and provide services and communication elements that meet these needs
- Support activities required to manage deliverables upon rewards of RFPS as related to training and services
- Develop a comprehensive continuous quality improvement system with assistance from the Data Coordinator to evaluate and improve the trainings and trainers
- Ensure that trainings are profitable by collaborating with the CFO regarding training costs, trainers, invoicing, and assigning trainings to Field Consultants that are regionally appropriate; Work with the CFO to coordinate costs of training and services; coordinate invoicing and collections with accounting

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- Manage and improve, as needed, the online training/LMS (Learning Management System); Manage the coordination of training materials for courses from Product Services
- Manage on-site summer training to include daily logistics, communication with participants, ordering materials, and resolving issues as they arise
- Work with Early Childhood staff and field consultants to create and develop new training, curriculum online courses, and update training materials
- Work with Marketing to develop a professional learning brochure to provide to customers (administrators) who make decisions regarding teacher training
- Hold regular remote meetings with the Business Development Specialist to discuss sales and RFP opportunities and goals
- Work with Human Resources Director to develop an internal HighScope training program for new staff, and a refresher training program for seasoned staff.
- Oversee the development of a new Field Consultant database for file retrieval (e.g. presentations and agendas)
- Keep current with local, state, and federal initiatives for early childhood and elementary programs and training in order to solicit business opportunities; work with national organizations and state governments to coordinate and provide training.
- Promote HighScope products and services at conferences, conventions, meetings, seminars
- Perform other duties as required

Responsibilities related to leading the Educational Services team and HighScope Field Consultants include:

- Oversee HighScope Field Consultants (contracted trainers) effectively and efficiently:
 - Develop a training and mentorship program for new Field Consultants
 - Hire new consultants as needed and with attention to equity and diversity; ensuring their preparation through the training and mentorship program; develop a succession plan for retiring Field Consultants
 - Carefully review and approve expense reports and submit to accounting; ensure all expenses are in strict compliance with the Field Consultant Manual and spending guidelines
 - Keep consistent, open communication with Field Consultants (e.g., bi-monthly newsletters)
- Provide thorough daily oversight of the Educational Services department:
 - Support, evaluate, and coach the four members of the Educational Services team with a growth mindset
 - Develop a high-performing, cohesive team under a set of shared strategies and goals that ultimately strengthen the organization
 - Develop and manage the department budget
 - Serve as a member of HighScope's leadership team to set and monitor long-term strategies and goals for the organization

JOB QUALIFICATIONS:

Education/Experience:

- Master's Degree required in business, education, or related field is required
- A minimum of six (6) years of proven success in promoting and selling programs
- 6+ years professional experience building and leading a team

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Knowledge, Skills, Abilities:

- Ability to provide quality leadership through excellent communication, strong problem-solving abilities; solid managerial skills, and mentoring and motivating a team
- Exceptional and demonstrated verbal and written communications skills; persuasion, public speaking skills important
- Knowledge of DEI & R; proven ability to integrate DEI & R into relevant internal and external dialogue, professional development, training, and product development.
- Ability to create and sustain partnerships internally and outside the organization
- General knowledge of early childhood educational practices and procedures, the early childhood system, and other early childhood pedagogical approaches; understanding of HighScope philosophy, curriculum and educational approach
- Ability to prioritize work, to meet deadlines, to handle multiple projects, to work under pressure; flexibility
- Good organizational, planning, analytical and time management skills; highly productive and energetic; strong work ethic; strong attention to detail; results-oriented; ability to work independently
- Working knowledge of operational budgets and finances
- Skill and sensitivity in working with customers in different regions and environments; understanding of and ability to work with racially diverse individuals
- Ability to develop vision, strategy and goals, and develop and execute measurable, tactical plans
- Demonstrates a high level of personal and professional integrity and demeanor
- Accountable and achievement-oriented; team player with a positive attitude
- Proficient in Microsoft Office Suite
- Experience with Quick Base, Microsoft CRM, and Advance 360 and eTools website building software preferred

Other Qualifications/Requirements (e.g. Licenses/Certifications, travel, lifting, etc.):

- Normal office environment
- Physical actions frequently performed: repetitive hand motions such as typing, sitting, standing, walking, reading, climbing stairs, conversing/listening, using the telephone, using a computer; ability to lift and carry boxes up to 25 lbs.
- Occasional travel to local and national conferences and events including the annual HighScope International Conference.

DISCLAIMER - The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Management reserves the right to revise the job description at any time.