K-12 Program Manager Job Description

Position Title:        K-12 Program Manager
Position Level:       Manager
Position Type:        Full-time, exempt (minimum of 40 hours/week)
Job Location:        This is a telecommuting position (Subject to change by Quality Matters™)
Reports to:          K-12 Program Director
Manages others:      No

Organizational Goals:
● To support the Quality Matters™ (QM) organization toward the achievement of QM’s philosophy, mission, strategy, and its annual goals and objectives.
● To support the implementation of the strategic goals and objectives of Quality Matters™, as defined by the QM Board of Directors, through the management of particular aspects of the Quality Matters K-12 Program.

Position’s Responsibilities:
● Manage QM K-12 Program
  ○ Keep abreast of current trends in the K-12 educational community
  ○ Manage K-12 Document Repository
  ○ Lead and manage new project development and initiatives for the QM K-12 program.
  ○ Collaborate with K-12 Program Director on new K-12 Program initiatives and enhancements of existing member benefits
  ○ Use available data and reports to recommend improvements to the K-12 program
  ○ Advise and collaborate in administering the process for subscription management and contract compliance to cover all QM K-12 members
    ■ Continually review the K-12 membership/subscription model to ensure we serve K-12 organizations properly
    ■ Respond to new membership inquiries
  ○ Advise and collaborate in the development and management of QM K-12 professional development
    ■ Manage facilitation of the K-12 professional development program
    ■ Coordinate K-12 professional development needs with QM registrar
    ■ Respond to inquiries
    ■ Discuss course and workshop options with members
  ● Advise and collaborate in K-12 Course Review oversight
    ■ Advise the Quality Assurance department on K-12 Course Reviews
    ■ Respond to inquiries
    ■ Discuss course review options with members and potential members

Promote and advocate for the QM K-12 Program
○ Assist in the marketing of QM K-12 Products and Services
○ Represent QM at local and national conferences, as needed
○ Serve as Subject Matter Expert for monthly K-12 newsletter and other QM publications
○ Schedule and deliver K-12 Overview sessions and follow up with attendees
Identify and schedule relevant presentations to, for, and by the QM K-12 community

- **Build, manage, and maintain strong member relationships (K-12 & K-12 Pub)**
  - Serve as the primary advisor and consultant for QM K-12 members (and QM staff)
  - Routine member check-ins
  - Monitor and provide routine guidance through the QM Coordinator Training and Resource Site
  - Manage Quarterly QM Coordinator meetings
  - Oversee QM K-12 Collaborative Teams
  - Schedule and generate member communications and updates, as needed
  - Recommend and/or create new materials and resources for K-12 members
  - Anticipate member needs and make recommendations to fulfill identified member needs

- **Build and maintain strong relationships with key stakeholders, including state and national government agencies, and foundations**
  - Research and provide guidance (including the identification of key change makers) on K-12 virtual learning initiatives at the state level
  - Build relationships with key organizations and individuals related to digital learning

- **Collaborate as a member of the Quality Matters Team.**
  - Coordinate and cooperate with Quality Matters staff to ensure Quality Matters mission, programs, products and services are consistently presented in a strong, positive image to relevant stakeholders
  - Participate in weekly staff meetings – from a distance or in-person as determined by Quality Matters Executive Director
  - Attend in-person QM conferences and any required organizational or planning meetings
  - Work with QM staff/team to meet the strategic goals and objectives of the organization
  - Regardless of physical location, all QM employees are required to be available to attend the synchronous core schedule of M-F, 10a-3p, ET and participate in weekly staff meetings. (Exceptions on a per case basis)

- **Other Duties as Assigned.**

**Required Minimum Qualifications:**

- Bachelor’s degree
- 5 years of experience in K-12 schools, organizations, or environments
- Disciplined self-starter, highly productive in a virtual environment, as evidenced by past success.
- Strong communication and interpersonal skills
- Strong organizational skills and time management skills, including the ability to handle multiple tasks and meet deadlines consistently
- Must have reliable access to insured transportation
- Must have access to reliable high-speed internet

**Required Technology Proficiencies:**
Demonstrated proficiency with Microsoft Office Suite, Google applications, and Adobe Acrobat Pro
Ability to continuously learn new software packages that support the goals of QM, i.e. QM Data, Alfresco, and Zoom
Learning Management Systems (Moodle 3.x, Instructure Canvas)

Preferred Qualifications:
- Master’s degree in education
- Strong K-12 Network
- Strong knowledge of online teaching and learning and curriculum at the secondary level
- Demonstrated experience with the application of the QM Rubric
- Experience in both post-secondary and K-12 education
- Online teaching experience in higher education or K-12
- 2 or more years' experience in a remote/virtual position
- Advanced knowledge of working with spreadsheets and databases for the purpose of data analysis

Physical Requirements:
- Long periods of being in a stationary position; operating a computer and other office equipment; frequently communicating by phone and email; occasionally moves supplies and/or equipment weighing up to 25 pounds