

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

Occupational Code:

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