



## Network Operations Manager

**Salary:** Commensurate with experience

**Tour of Duty:** 12 Month Position

**Location:** Detroit, MI

**Reports To:** Network Leader

**To Apply:** Submit a current resume via email to [eaajobs@eaamichigan.org](mailto:eaajobs@eaamichigan.org)

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### *Our students need your expertise, passion and leadership.*

We are looking for highly motivated and skilled talent to join our team at the Education Achievement Authority of Michigan (EAA). We seek individuals who are passionate about transforming the lowest performing schools in Michigan and making a significant difference in the lives of students, parents, principals, teachers, and central office employees.

Currently, the EAA runs fifteen schools of which twelve are direct-run and three are operated by a charter. Under the new leadership of the Chancellor, the EAA is committed to being a system of high-performing schools and not just a school system. We believe that all children are capable of high academic achievement. We continuously seek methods of improvement while enhancing the great work that our teachers, leaders and support staff do on a daily basis. Join our team

### Position Overview

The Network Operations Manager is a critical member of the team that will serve to support the EAA's direct-run schools. The Operations Manager may manage one or more specialists assigned to the Network Team, strategically coordinating and supporting the team's scope of operational work. The Operations Manager will provide expertise in their assigned area(s) depending on their prior experience. The Operations Managers will serve in a managerial confidential capacity with considerable discretion and independent decision-making authority in assigned areas, serving as an advisor to the Network Leader and the Chief Operating Officer.

The Operations Manager also works closely with school-based personnel, striving to meet operational goals in assigned Network Team areas while driving the network's schools to meet their cumulative performance targets. All team members, including the Operations Manager, work to engender high levels of principal satisfaction with the services and support they provide.

### Essential Duties and Responsibilities

*The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties, and/or skills required. Other duties may be assigned.*



- Provides guidance, resources and strategic coaching to principals, school administrators and school-based personnel within their network to increase the operational/administrative capacity and autonomy of each school (Including frequent school visits to troubleshoot and provide one-on-one support as necessary)
- Identifies shared operational challenges and advocates for schools by engaging district leadership to advise viable policy updates or changes
- Implements policies advancing a service-oriented culture designed to attain high levels of principal satisfaction with the services and support the network provides
- Manages one or more operations specialists, ensuring the provision of high-quality service while building operational capacity in schools
- Supports principals' work to capture and disseminate knowledge among network schools including; sharing best practices related to business services, operational issues, and facilitating inter-network collaboration
- Provides critical, technical operational information as available from the Network Leader and/or the Chief Operating Officer, including Central Office policy and process updates and changes.
- Identifies areas in which schools are in need of administrative and/or operational training and ensure that training opportunities are provided
- Designs and deliver professional development for school-based professionals based on individual school needs
- Manages food and transportation services to ensure that services are reliable, safe, and efficient
- Manages and oversees schools' physical conditions

### Qualifications

- B.A. in related field (*required*) M.S. in related field (*preferred*)
- Experience in the education sector
- Experience in data analysis and methodologies for measuring student achievement
- Expertise in one or more of the priority professional development needs described above

***The Education Achievement Authority does not discriminate against, deny benefits to or exclude participation by any person in its programs, activities or employment on the basis of age, race, sex, color, national origin, creed, religion or handicap.***