

FREQUENTLY ASKED QUESTIONS (F.A.Q.)	
<p>Deciding to apply for any position is an investment of your time and energy. Out of respect for your time, the Selection Committee co-wrote these FAQs to give you as much insight into the opportunity as possible. We hope this detail will help you decide if exploring this opportunity feels right to you. If we mutually agree to move forward to the finalist stage, you will have time to engage deeply with the Selection Committee and staff to ask all of your remaining questions.</p> <p>We will update this FAQ document with questions and responses throughout the search process. New content will be added in <b>red</b> with an asterisk.</p>	
Title	Founding Senior Manager of Operations
Application Due	Rolling, until filled; anticipated hire by January 6, 2023
Application	Click <a href="#">here</a> to submit your resume
Point of Contact	talent@pisota.org
Hiring Process	<ul style="list-style-type: none"> <li>● Stage 1 - Submit resume by <a href="#">clicking here</a> and resume review</li> <li>● Stage 2 (5 applicants) - Pre-recorded Interview and Artifact Submission</li> <li>● Stage 3 (3 applicants) - Selected candidates will complete a paid performance task</li> <li>● Stage 4 (2 applicants) - 5 reference checks</li> <li>● Stage 5 - Virtual interviews with Phoenix International team</li> <li>● Stage 6 - Hiring decision made and offer sent</li> </ul>
Tips	Application writing tips are <a href="#">here</a> .

The Role: Learn what the requirements are, what success looks like, some of the “unwritten rules,” who your supervisor would be, and what the non-negotiables are.	
<b>Office Hours.</b>	Now until June 2023, the PISOTA Crew is entirely remote with event-based local travel. 100% of our team is located in either Maryland or Washington, DC. All team members are generally online from 8 am - 4 pm local time and have set flexible schedules; we do not schedule meetings outside of this timeframe with exception of our Board of Trustee meetings. Some people prefer to start earlier, leave early to pick up kids, and then get back online in the evenings as needed. We make our calendars transparent to support flex schedule needs.
<b>Salary.</b>	Starting at \$70,000
<b>Travel.</b>	Local travel between Charles County, MD and Washington, DC will be required at about 50% during October 2022 to June 2023. Beginning July 2023, please expect to work full-time from our school building in Charles County.

<p><b>Relocation.</b></p>	<p>Yes, relocation to the Charles County area (or within a reasonable commute) is required starting June 2023.</p>
<p><b>Benefits.</b></p>	<ul style="list-style-type: none"> <li>● Medical, dental, vision, retirement</li> <li>● Professional development allowance</li> </ul>
<p><b>What are the requirements and qualifications for the role? In order of priority.</b></p>	<p><b>Technical Experience:</b></p> <ul style="list-style-type: none"> <li>● Bachelors Degree and/or operations and/or executive administration related experience of at least three (3) years;</li> <li>● Masters of Business Administration or Economics background is preferred</li> <li>● Proficiency with Microsoft Suite, GSuite, experience with Student Information Systems is preferred (SchoolMint and EduPoint Synergy Suite)</li> </ul> <p><b>Habits of Character:</b></p> <ul style="list-style-type: none"> <li>● Highly-motivated self-starter;</li> <li>● Strong interpersonal and communication skills and the ability to work effectively and comfortably with a diverse group of people, both internally and externally;</li> <li>● Ability to foster a cooperative work environment;</li> <li>● Ability to work with computers, various software programs and technology</li> </ul> <p><b>Background Knowledge:</b> Public education system, public charter schools and/or startup nonprofit organizations is desirable; knowledge of management and operations systems and strategies to run an effective organization</p> <ol style="list-style-type: none"> <li>1. <b>You center race, equity, and inclusion in your work.</b> You are a transparent leader who encourages an open and direct internal organizational culture. You have experience applying equity and inclusion principles (e.g., disaggregating data, understanding, and analysis of historical context and root causes for inequities, examining population disparities, identifying targeted strategies based on varying assets and needs, and/or designing culturally appropriate guides, etc).</li> <li>2. <b>You are a fully actualized leader.</b> You have built diverse teams and successfully worked with those from different backgrounds. You do not see DEI as a false choice between diversity and excellence and have demonstrated, through your own work, that diversity is <i>the very means</i> to excellence.</li> <li>3. <b>You are a masterful analytical thinker.</b> You can see and communicate the big picture in a user-friendly way. You determine opportunities and threats through a comprehensive analysis of current and future trends. You use data-driven decision-making to inform your choices and recommendations. You are able to structure and process qualitative or quantitative data and draw insightful conclusions from it. You exhibit a probing mind and achieve penetrating insights.</li> <li>4. <b>Strong Attention to Detail.</b> You do not let important details related to the work of operating and managing systems slip through the cracks, and you understand how to share detailed information with your manager to inform and escalate as needed.</li> <li>5. <b>Teamwork + Collaboration.</b> You reach out to peers and cooperate with leaders to establish and maintain an overall collaborative working</li> </ol>

	<p>relationship. You trust the expertise of your team and hold others accountable, creating the conditions for leaders to thrive.</p> <ol style="list-style-type: none"><li>6. <b>Honesty/integrity.</b> You do not cut corners ethically. Earns trust and maintains confidence. Does what is right, not just what is politically expedient. Speaks plainly and truthfully.</li><li>7. <b>High standards.</b> You expect personal performance and team performance to be nothing short of the best. You define “best”-- upfront -- for your team and for specific projects. You do not assume. You are present and do what you say you will do when you say you will do it. You unapologetically lead through your cultural truths and regularly reflect on and interrogate your own practices and the practices within the workspaces you’ve engaged.</li><li>8. <b>Strong communication skills.</b> You are able to see and communicate the big picture in an inspiring way. You are an excellent listener, communicate effectively, and write with clarity to engage multiple stakeholders. You understand that families engaging with the school bring a multitude of experiences and circumstances and are able to effectively manage many personalities.</li><li>9. <b>Software.</b> Familiarity with Google Suite, Zoom, Microsoft Excel, and EduPoint Synergy SIS (StudentVue, ParentVue) is strongly preferred</li></ol>
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<p><b>What are the Founding Senior Manager of Operations responsibilities?</b></p>	<p><b>School Operations Leadership &amp; Operations Team Management</b></p> <ul style="list-style-type: none"> <li>● In partnership with the Chief Executive Officer and the Principal, develops the school-wide operations vision that supports the academic and cultural vision of the school</li> <li>● Plays a leadership role in the school’s strategic and annual planning and budgeting process</li> <li>● Hires, manages, coaches, evaluates, and develops school operations team members, including front office staff, and holds them accountable to goals and outcomes</li> <li>● Develops and manages contracts with outside vendors</li> <li>● Serves as the primary point of contact for Operations team, responding to requests and collaborating with teammates to build scalable, school-wide systems, policies, and procedures</li> </ul> <p><b>Organizational Strategy</b></p> <ul style="list-style-type: none"> <li>● Defines operation vision and strategy aligned with organization’s strategy</li> <li>● Sets expectations for service delivery in collaboration with school leaders, balancing academic and operational objectives</li> <li>● Ensures resolution of operational issues</li> <li>● Communicates operational health and issues to management team and Board</li> </ul> <p><b>Budget and Finance</b></p> <ul style="list-style-type: none"> <li>● Oversee financial transactions, purchasing, budgets, and records with the support of the school’s Board Finance committee</li> <li>● Manage procurement and adhere to all financial policies and procedures</li> <li>● Manage fee-based programs and fee collection processes</li> <li>● Submit deposits weekly</li> <li>● Manage annual inventory of all Furniture, Fixtures, &amp; Equipment</li> <li>● Receive and inventory all deliveries</li> <li>● Manage payroll activities</li> <li>● Ensure adherence to the school’s fiscal policy and procedures including the annual financial audit</li> <li>● Prepare and submit National School Lunch reports/data</li> <li>● Oversee invoicing for lunch, the after school program, and other fee-for-service offerings</li> <li>● Manage vendor relations</li> </ul> <p><b>Operations Management</b></p> <ul style="list-style-type: none"> <li>● Oversee and manage the school’s food services, including the contract, employees, and compliance</li> <li>● Oversee and manage bus services, including contract, employees, and compliance</li> <li>● Establish systems and structures for before and after school care (extended learning)</li> </ul>
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- Manage technology services, including contracts, employees, and compliance
- Support management of the student information system (i.e., Synergy, SchoolMint, etc.) in partnership with the school Registrar
- Implement systems to support the work of teachers and administrative staff
- Manage school purchasing process by placing orders with vendors; tracking delivery and maintaining inventory
- Ensure compliance with all state, federal, and policies related to public school operations (i.e. CCPS, SPED, EACC) and employment

#### **Human Resources Management**

- Assist Chief Executive Officer in managing the hiring process and work with back-office provider to manage benefits administration for all employees
- Support Chief Executive Officer in maximizing retention of high-performing employees
- Ensure all human resource tools, practices, and policies are updated and consistent with legal requirements

#### **Data Management**

- In partnership with the school Registrar, manage student and financial data for all reporting entities and requirements, including but not limited to: CCPS; the Office of Federal Grants; E-Rate; Special Education; the National School Lunch Program; and any grant partners as applicable
- Manage information technology systems to ensure complete and up-to-date data sharing through the internal database and the third party provided systems (i.e. SchoolMint and Synergy)
- Ensure proper handling and securing of student records; Family Educational Records and Privacy Act (FERPA)

#### **Compliance**

- Ensure compliance with all requirements of Maryland State Department of Education (MSDE), PISOTA Board of Trustees, and Charles County Public Schools (CCPS)
- Manage federal programs, including the application, management, and reporting on the use of public funds
- Manage all procurement and contracts over \$25,000 in value

#### **Health and Safety**

- Serve as the COVID-19 coordinator for the school
- Update the school's health and safety plan on a regular basis
- Ensure implementation and adherence to the school's risk mitigation strategies for COVID-19 and monthly safety drills

	<p><b>Miscellaneous</b></p> <ul style="list-style-type: none"> <li>● Perform miscellaneous job-related duties as assigned</li> <li>● Maintain confidentiality of information</li> </ul>
<p><b>What level of support will I receive during the onboarding process and from whom?</b></p>	<p>Working alongside the CEO, Angelica, in addition to traditional onboarding processes, you will co-design and implement a 90-day success plan that will focus on best practices for leadership and team development at Phoenix International Incorporated/Phoenix International School of the Arts; during this period, you <b>might</b> be responsible for high-stakes deliverables.</p> <ul style="list-style-type: none"> <li>● The traditional onboarding process consists of several modules in your first month, including:             <ul style="list-style-type: none"> <li>○ <b>Program Model.</b> Our programs and how they work.</li> <li>○ <b>Equity Audit Tool Suite.</b> What it is and how it impacts everything we do.</li> <li>○ <b>Local Context Briefing.</b></li> <li>○ <b>Experienced School Operations Mentor.</b></li> </ul> </li> </ul>
<p><b>What are the unwritten rules and non-negotiables for success in this role?</b></p>	<ul style="list-style-type: none"> <li>● People and humanity first</li> <li>● Build an organizational structure that can scale</li> <li>● Maintain the culture while systematically growing the team</li> <li>● Internalize the mission</li> </ul>