



## ASSOCIATE DIRECTOR, PROJECT MANAGER CLIENT SERVICES

### **Overview:**

The NYC Leadership Academy (NYCLA) is a nationally-recognized 501(c)(3) nonprofit organization with a clear vision: to support greater academic success for students across the nation – especially the most vulnerable – through high-quality school leadership. We are firmly committed to preparing and supporting educational leaders so they can catalyze and sustain effective change across their organizations and educate students effectively. We do this by building the capacity of education systems across the country to develop and support their own leaders and bringing a standards-based and social justice-rooted approach to leadership development. Since 2003, more than 40 school districts, state departments of education, universities, and nonprofits in 28 states have collaborated with NYCLA to prepare and support leaders who can transform schools and ensure all students have access to effective instruction and are nurtured socially, emotionally and academically.

### **Job Summary:**

The Associate Director, Client Services, will work with clients (districts, states, universities, non-profits) around the United States to design and implement locally responsive and customized leadership development solutions rooted in our proven model and expertise.

### **Responsibilities:**

- Co-facilitates and/or participates on teams to design programs, curriculum, tools and other resources that meet the client needs and all NYCLA standards for quality curriculum design
- Coordinates project staff (1-5 members per project) against project plan/deliverables and budget
- Manages budgets by monitoring expenses and staff time and reporting budget variances to Engagement Owner.
- Provides project management including handling scheduling, logistics, and general communication to project team

- Tracks and reports progress against project plans and deliverables, highlighting emerging challenges and opportunities to relevant engagement owner, account owner and/or service area lead
- Assesses, gathers team input, and facilitates team discussions on quality of deliverables and overall engagement and provides quality updates to Engagement Owner/Vice President (Service/Practice Area Lead)
- Contributes to client management including managing client interactions and continuously assessing client needs and recommending revisions as needed to scope of work and budgets.
- Independently, or in collaboration with team members, documents and archives the curriculum, agendas and activities designed by the project teams
- Creates, edits and disseminates electronic and print materials for project team meetings and sessions
- Uses internal databases and resources to support project management
- Contributes to business and partnership development activities including helping to identify emerging needs among existing clients
- Contributes to the development of systems and processes to ensure on-budget, on-time, quality and well-documented delivery of projects for clients.

#### **Required Qualifications:**

The ideal candidate thrives in a collaborative work environment and possesses a strong commitment to educational equity and professional growth. He/she must be proactive, have the ability to take initiative and enjoy working in a team. Attention to detail is critical, along with the skill to prioritize multiple responsibilities

- Bachelor's Degree plus minimum of 5 years work experience in education/consulting or project management
- Master's Degree plus a minimum of 3 years work experience in education, consulting or project management
- Excellent analytical and problem-solving skills
- Demonstrated ability to work collaboratively, leading and managing teams
- Exemplary writing and communication skills

- Expertise in Microsoft Word, Excel and Power Point
- Ability to travel frequently with a valid driver's license

### **Key Competencies**

- Taking initiative
- Managing Execution
- Establishing & Cultivating Relationships
- Being a Learner

### **Salary & Benefits:**

The NYC Leadership Academy offers a competitive salary, commensurate with experience and comprehensive benefits including a generous paid time off (29 days) package and 100% employer funded health/dental/vision plans.

### **Location:**

The NYC Leadership Academy is conveniently located in Long Island City, Queens. Long Island City is located only minutes outside of Manhattan and is easily accessible via seven subway lines (7, E, G, & M), the Long Island Rail Road, numerous bus lines and a ferry landing at Queens West providing service to Midtown, Lower Manhattan and Brooklyn.

### **Application Instructions:**

Qualified candidates may apply by emailing their resume, cover letter with salary requirements and all other applicable information to NYCLA

[jobs@nycleadershipacademy.org](mailto:jobs@nycleadershipacademy.org) with (job title (candidate name)) in the subject line.

NYC Leadership Academy is an Equal Opportunity Employer

*We believe that diversity within our staff contributes to our team's effectiveness to our overall success.*