

## **Position: School Operations Manager**

Last updated on April 30, 2025

### **About IDEA**

IDEA Public Charter School in Washington, D.C. serves approximately 350 students in Grades 9-12. Our unique program prepares students for both college and careers. In addition to offering college preparatory courses, including Advanced Placement and Dual Enrollment options, we also provide students with a variety of options for career technical education. All students at IDEA complete a career program of study. We currently offer the following career programs: business management; carpentry; child care and development; computer science; and cosmetology (beginning in SY25-26). IDEA is located in the historic Deanwood neighborhood in Northeast Washington, D.C. We are proud to continue the tradition of educating the next generation of leaders in our community, and we are excited to bring in new talent to help us achieve our school's mission.

IDEA is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, or any other characteristic protected by law. We are committed to creating a workplace where all employees feel valued, respected, and empowered.

### **Position Overview:**

The School Operations Manager will play a vital role in supporting and managing the daily non-instructional functions of the school. This individual will assist in the managing the operation of the main office, manage student enrollment processes, maintain accurate student records, communicate directly with students and families, and coordinate events and facility logistics. The School Operations Manager will work closely with the Director of Operations and other school leaders to ensure IDEA's operational systems run effectively and efficiently and support the success of students and staff. This position may also supervise support staff in the main office.

### **Key Responsibilities**

#### **Office & Administrative Management:**

- Oversee daily main office functions to maintain a welcoming and professional environment.
- Manage school-wide logistics including inventory, mail distribution, and supply requests.
- Maintain internal and external communications, including school-wide messages and main office correspondence.
- Manage room reservation requests.
- Ensure timely and accurate documentation related to student records, attendance, and compliance reporting.

#### **Enrollment & Student Support:**

- In collaboration with the Director of Operations, develop and implement student recruitment and enrollment plans that include outreach, marketing, and community engagement.
- Manage the student application, lottery, and waitlist process in compliance with applicable regulations.
- Oversee student enrollment and onboarding for new families.
- Ensure accuracy in the student information system (SIS) and generate required reports.
- Monitor enrollment trends and make data-informed recommendations to school leadership.
- Collaborate with school leaders and staff to achieve enrollment targets and re-enrollment goals.

#### **Event & Operations Logistics:**

- Plan and manage school-wide family engagement events such as Back to School Night and the Harvest Dinner with the Director of Operations.
- Support school-wide operational readiness (e.g. supply inventory management) at the start of the academic year and during key transition points.

#### **Family Engagement:**

- Collaborate with school leaders to develop and implement a comprehensive family engagement strategy that fosters strong relationships between the school and families.
- Plan and coordinate family-facing programs and events (e.g., back-to-school nights, family workshops, community celebrations).
- Maintain regular, clear, and culturally responsive communication with families through newsletters, emails, social media, school apps, and printed materials.
- Serve as the primary point of contact for family concerns, questions, or feedback, and ensure timely follow-up and resolution.
- Track and report family engagement metrics (e.g., event attendance, survey participation, response rates) to guide outreach strategies.
- Support enrollment and re-enrollment efforts by maintaining positive family relationships and ensuring families understand school expectations, policies, and opportunities.

#### **Student Records Management:**

- Maintain and safeguard all student records including transcripts, grades, and enrollment verification.
- Ensure compliance with FERPA and all applicable federal and local regulations.
- Manage the student information system (SIS) related to student records and reporting.
- Collaborate with counselors and administrators to support academic advising and record accuracy.
- Oversee processes related to student record retention and disposal.

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### **Additional Duties:**

- Supervise and support any staff involved in enrollment, registrar duties, or data management (if applicable).
- Represent the school at community events and recruitment fairs.
- Collaborate across departments to support school-wide projects and initiatives.
- Remain current on best practices in school operations, enrollment management, and compliance.
- Perform other duties as assigned.

### **Qualifications:**

- Associate's degree required; Bachelor's degree preferred.
- At least 2 years of school-based operations or administrative experience.
- Strong organizational, time-management, and interpersonal skills.
- Familiarity with school systems and platforms (PowerSchool experience preferred).
- Ability to work independently and as part of a team in a fast-paced school environment.
- Commitment to IDEA's mission and the success of every student.

### **Required Social-Emotional Competencies:**

1. **Emotional Intelligence:**
  - Demonstrates self-awareness and the ability to recognize and manage one's emotions effectively.
  - Exhibits empathy and understanding towards others, fostering positive relationships and a supportive work environment.
  - Maintains composure under pressure and handles conflicts or challenging situations with tact and emotional maturity.
2. **Teamwork and Collaboration:**
  - Works collaboratively with colleagues, staff, and stakeholders to achieve common goals and foster a sense of unity.
  - Actively listens to others, values diverse perspectives, and encourages open dialogue.
  - Builds effective teams, delegates tasks appropriately, and promotes a culture of mutual respect and cooperation.
3. **Flexibility and Adaptability:**
  - Demonstrates openness and flexibility in embracing change (or different ideas) and adjusting to new circumstances or initiatives.
  - Adapts quickly to evolving situations and demonstrates a willingness to learn and grow from challenges.
  - Encourages innovation and supports creative problem-solving approaches.
4. **Problem-Solving Skills:**
  - Analyzes complex issues, identifies root causes, and generates creative solutions.
  - Applies critical thinking and sound judgment to make informed decisions.

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- Seeks input from relevant stakeholders and considers multiple perspectives before arriving at conclusions.
5. Ability to Accept and Provide Constructive Feedback:
- Receives feedback with an open mind, demonstrating a growth mindset and a willingness to improve.
  - Provides constructive feedback to others in a respectful and supportive manner, focusing on professional growth and development.
  - Actively seeks feedback from colleagues and stakeholders to enhance performance and effectiveness.
6. Effective Communication:
- Communicates clearly, confidently, and respectfully with diverse audiences, including staff, parents, students, and community members.
  - Listens attentively, asks thoughtful questions, and seeks to understand others' viewpoints.
  - Uses appropriate verbal and written communication skills to convey complex ideas and information effectively.
7. Disagreeing Appropriately:
- Engages in constructive dialogue and debates while maintaining respect and professionalism.
  - Expresses dissenting opinions or disagreements tactfully, considering the impact on relationships and the broader goals.
  - Demonstrates the ability to find common ground and work towards consensus when faced with differing perspectives.
8. Relationship Building:
- Builds and maintains positive and trusting relationships with staff, parents, students, and community members.
  - Demonstrates approachability, active listening, and the ability to connect with individuals from diverse backgrounds.
  - Cultivates a sense of community, fosters collaboration, and promotes a welcoming and inclusive environment.
9. Resilience and Persistence:
- Exhibits determination and resilience in the face of challenges and setbacks.
  - Maintains a positive attitude, motivates others, and leads by example during difficult times.
  - Demonstrates perseverance in pursuing long-term goals and continuous improvement.
10. Ethical and Professional Conduct:
- Demonstrates high ethical standards and acts with integrity in all professional interactions.
  - Maintains confidentiality and handles sensitive information with discretion.
  - Upholds professional boundaries and adheres to relevant laws, regulations, and

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ethical guidelines.

**Compensation:**

Annual Salary: \$80,000

Benefits: health, dental, vision, and life insurance

FLSA: full time, exempt, 12-month

**Learn More and Apply:**

Learn more about IDEA via our [webpage](#), [Facebook](#) or [Twitter](#).

To Apply: Please follow the link [HERE](#) to apply for this position through *Indeed*