



Immediate Opening

Position: Program Manager

- Based in Chicago, this is a year-round, full-time position averaging 40 hours per week. Must be present and oversee tutoring sessions as needed between September-May from 5-8 PM Monday, Tuesday, and Wednesday nights. Less evenings are needed during the months of June-August.
- Remote work with in-person commitments, including tutoring sessions on-site, social gatherings, fundraising events, and the potential for office meetings in the future.
- Manage a to-be-determined combination of digital and in-person tutoring sessions three evenings per week from September through May, aligned with the organization's needs.
- Salary range: \$58,000-\$62,000, with competitive benefits including health, dental, and life insurance, retirement plans, and flexible PTO.

The Position

The Program Manager (PM) position is to primarily oversee and support student/tutor pairs across our 4 programs. PMs are responsible for the preparation and facilitation of weekly tutoring sessions. Each PM manages their constituency and serves as an essential member of the program team's planning, preparation, and curriculum development throughout the year. Each PM manages a constituent caseload of approximately 200-300 students (plus parents/guardians) and 200-300 volunteer tutors.

The PM will directly report to the Director of Program and Operations while working alongside and receiving support from the program team. PMs are additionally accountable to the other directors and ultimately the Executive Director. PMs manage their nightly program coordinators, who are assigned to assist with tutoring facilitation. The PM is responsible for executing effective and thoughtful tutoring sessions that align with Tutoring Chicago's goals, north stars, and operational efficiencies.

- Oversee the preparation and facilitation of in-person and/or remote tutoring sessions three nights per week during the program year (September through May)
- Plan, design, and refine a comprehensive tutoring curriculum for 1st-12th grade students in close collaboration with the Program team, ensuring alignment with educational goals, student needs, and developmental standards.
- Constituency management of approximately 200-300 student/tutor pairs.
 - Utilizing Salesforce for constituent and roster data management (attendance, feedback, etc.)
 - Coordinating student and tutor matching
 - Documenting and tracking enrollment progress
 - Maintaining regular and effective communication with constituents
 - Monitoring and analyzing data to identify trends and optimize constituent experiences
 - Assisting with onboarding new constituents
- Monitor student and tutor attendance weekly and provide appropriate follow up and intervention when standards are not being met
- Actively engage in meetings, training sessions, or other Tutoring Chicago events that may fall outside of normal working hours
- Lead workshops and orientation sessions for tutors alongside team members if needed
- Participate in all tutor training efforts, including creating training modules in line with your expertise



- Participate in other events that help advance the mission of Tutoring Chicago
- Work with the director team to collect, manage, and communicate student progress and facilitate student assessments several times throughout the year
- Collect and analyze data and anecdotal information to meet individual student and tutor needs
- Work alongside directors in planning assessment and evaluation processes as needed
- Remain flexible and nimble to meet the needs of our students and volunteers. The PM role and assignments are subject to change throughout the year or in future years as the Tutoring Chicago Program adapts and responds to:
 - The needs and interests of the community for both in-person and digital tutoring,
 - Future and potential growth, scale and shifts to the Tutoring Chicago Program.

The Organization

For nearly 6 decades, Tutoring Chicago has strived to **deliver the power of education through one-to-one tutoring**. We offer this **to children facing financial barriers - at no cost to their families**.

Today, Tutoring Chicago offers both synchronous digital and in-person tutoring options for over 1,200 students with the help of over 1,200 volunteer tutors each year.

Each student is matched with their own adult volunteer tutor for the school year, meeting 1 time a week for 1.5 hours of individualized instruction. Our curriculum and resources are carefully curated by our program staff composed of experienced professionals. Our trained and well-educated adult volunteers provide critical, supplemental education along with developmental experiences and positive relationships for children in 1st through 12th grade.

Program Manager Qualifications

Must-Haves:

- Bachelor's degree
- Experience in the field of education (previous teaching experience preferred)
- Experience and passion for working with children and youth
- Effective communication and organization skills
- Experienced familiarity with technology tools such as Zoom, Google Apps, and willingness to learn additional technology skills and tools
- Weekly availability of 40 hours per week. Must be present and oversee tutoring sessions as needed between September–May from 5–8 PM Monday, Tuesday, and Wednesday nights.
- Autonomous, trustworthy, and efficient
- Reliable internet access from home or a remote location

Preferred:

- Experience working in the Chicago community
- Fluency in speaking and writing in Spanish
- Managing other employees
- Volunteer management experience
- Ability to support and coach tutors based on their needs
- Experience with teaching elementary reading/literacy and/or math
- Teaching certificate
- Salesforce or similar database experience
- Experience working with diverse groups of individuals, particularly those living in underserved



communities

Professional Requirements & Responsibilities:

- Quick learner and problem solver, experience in managing conflicts
- Strong time management, administrative, analytical, and organizational skills
- Self-directed while balancing multiple tasks within a team-based work environment
- Ability to be flexible and manage multiple priorities while maintaining high quality of work
- Positively represent Tutoring Chicago in a polite, respectful, and professional manner
- Actively engage in staff and team meetings
- Arrive on time and prepared
- Is respectful of and empathetic to all students, parents/guardians, and volunteers
- Actively engage in events that may fall outside of normal working hours when requested
- Lead workshops and orientation sessions for tutors with team members if needed
- Participate in other events that help advance the mission of Tutoring Chicago
- Understand that your role may go beyond these walls and that the community will associate you with our organization, including social media

The Hiring Process

Tutoring Chicago is committed to purposeful inclusion in our workplace, and candidates of diverse backgrounds and identities are strongly encouraged to apply. Tutoring Chicago is an Equal Opportunity Employer. Personnel are chosen on the basis of ability, experience, and contribution without regard to race, color, religion, gender, age, national origin, veteran status, disability, marital status, sexual orientation, gender identity or gender expression. This is in accordance with federal and state law.

- January 6th - January 17th: Qualified candidates are encouraged to apply via Indeed with their **resume or CV and cover letter (required)** or by sending directly to [hiring@tutoringchicago.org](mailto: hiring@tutoringchicago.org). Screenings with highly qualified candidates will take place over Zoom. Some candidates may have multiple Zoom meetings scheduled during this time.
- January 21st - January 31st: In-person interviews
- February 3rd (or sooner): New hire finalized