



IMMEDIATE OPENING

Position Open: Program Manager

- Chicago; Manage a blend of in-person and digital tutoring 3 nights per week;
- Balance of work remotely from home and in-office each week; additional in-office collaboration work in Lincoln Park or Downtown Chicago
- Full Time; exempt from overtime; average 40 hours/week. M-W evenings required during the school year; summer flex.
- Salary range: mid 50's plus competitive benefits including health, dental, life, retirement and flex PTO

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 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.

The Organization: Tutoring Chicago is a 501c3 non-profit organization that delivers the power of education through one-to-one tutoring. For over five decades, Tutoring Chicago has delivered high-quality one-to-one tutoring programs to low-income students at no cost to families. Our tutoring programs are based on a theory of change in which, through the dedicated support of a trained adult tutor, students achieve improved education outcomes. Our focus is on establishing a strong relationship between the student and their tutor over an entire school year. Currently, Tutoring Chicago serves approximately 900 students a week with over 900 volunteer tutors.

Role Basics: The position open is a Program Manager for our SMART Tutoring Program. Our Program Managers (PM) oversee the preparation and facilitation of in-person and remote 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 is responsible for executing effective and thoughtful sessions that align with Tutoring Chicago's goals, north stars and operational efficiencies.

Relationships: Each PM manages a constituent caseload of approximately 200 students (plus parents) and 200 volunteers. Each PM reports to the Program Director and Operations Director while working alongside the other program managers. The PM is additionally accountable to the other directors and ultimately the Executive Director. PMs manage their nightly coordinators who assist with tutoring facilitation.

Program Description: Our SMART Tutoring Program focuses on five areas of student achievement: Social Emotional Learning, Mathematics, Accountability, Reading, and Technology. Within the context of trusting relationships with adults, our students focus on homework review, executive functioning skills, and developmental experiences that combine learning and reflection. In addition, students have access to a wide variety of high-quality resources and activities designed to meet each student at their academic level, offering both remediation and extension of knowledge and skills they are working on in the classroom/expected to know at grade level, etc. Our program staff



monitor student progress multiple times a year to address the child's individual needs and course correct as needed. Students attend tutoring for 1.5 hours a week for nine months of the school year. Tutoring operations for the SMART program are conducted both digitally via hosted Zoom sessions and in-person at our partner facilities.

Program Manager Success Looks Like: Student and tutor pairs are thriving, happy and engaged in the learning process each week. Enrollment goals are met and sites/zooms are optimized and efficient. Program leadership and representation is aligned with our mission, vision, values and north stars. Tutors have the tools and information they need to successfully work with their students. Parents have access to resources as needed. Most importantly, students are learning, growing, confident and flourishing.

Accountability:

- Constituency management of approximately 200 students and 200 volunteers
- Student and tutor matching and documentation
- Meeting enrollment goals
- Daily constituent and roster data management in Salesforce
- Daily communications with constituents as needed
- Attendance management and documentation
- Safe, efficient and effective tutoring sessions
- Equipping tutors with tools and information
- Manage supporting coordinators
- Weekly program and curriculum collaborations and preparations

Qualified applicants must have:

- Bachelor's degree
- Teaching experience
- Experience with and passion for working with students/youth
- Classroom management and leadership skills
- Volunteer management experience
- Effective communication and organization skills
- Experienced familiarity with online teaching and learning; use of technology tools such as Zoom, Google Apps, and willingness to learn additional technology skills and tools.
- Weekly availability on Monday, Tuesday, and Wednesday evenings until approximately 8:00pm to manage weekly tutoring sessions (in-person and virtual). Must be available for staff meetings typically held mid-mornings on Tuesdays and Thursdays. Remaining hours are flexible with 40 per week being the expectation.
- Reliable internet access from home or a suitable remote location.

Qualified applicants ideally have:

- Experience working in the Chicago community
- Fluent speaking and writing in Spanish
- Teaching certificate
- Salesforce or similar database experience
- Demonstrated experience working with a diverse group of people, particularly those living



in underserved neighborhoods

- Nonprofit work experience

Professional requirements of qualified applicants:

- Strong presentation and group facilitation skills (demonstrated experience preferred)
- 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 weekly staff and team meetings.
- Arrives on time and is well prepared.
- Is respectful of and empathetic to all students, parents and volunteers
- Actively engage in meetings, training or other TC events that may fall outside of normal working hours.
- 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 extends beyond these walls and workday, and that the community will associate you with our organization, including social media.

Culture: Tutoring Chicago's team is small but mighty. Through our collective efforts, thousands of individuals are positively impacted each week, students are confident and growing. The cornerstone of our culture is an environment of mutual respect, collaboration, and growth-centered mindsets and activities. Tutoring Chicago may have the soul of a 55 year old organization, yet our heart beats like that of a startup. Our teams and individuals work to achieve our goals each day guided by our collective north stars. We hold ourselves and our colleagues to high standards, rely on one another and support one another for success.

If you would like to be part of the Tutoring Chicago team, complete the following by **Wednesday, October 20th**

- Send your resume' to [hiring@tutoringchicag.org](mailto: hiring@tutoringchicag.org)
- Send a cover letter to [hiring@tutoringchicago.org](mailto: hiring@tutoringchicago.org) Tell us about yourself and why the Program Manager role is a right fit
- complete this [application](#)