



**National Program Operations Director**  
**(Full-time, based in New York, or remote)**

America Needs You (ANY) fights for economic mobility for ambitious, first-generation college students. We do this by providing transformative mentorship and intensive career development. ANY operates in New York, New Jersey, Illinois and California. Visit [www.americaneedsyou.org](http://www.americaneedsyou.org) to learn more.

We care deeply about creating a diverse and inclusive space for our Fellows, volunteers, stakeholders and staff, and strongly encourage first-generation college graduates and talented individuals of all backgrounds to apply. We actively seek to learn from a variety of perspectives and are an equal opportunity employer in accordance with state and federal law. Read more about our Core Values and commitment to Diversity and Belonging [here](#).

**Position Description**

Reporting to the Chief Operating Officer (COO), the National Program Operations Director oversees the delivery of our Fellows program and all of its outcomes from recruitment through graduation. The Director will ensure all sites achieve high-quality and consistent program delivery and strong outcomes around persistence, internship placement, and graduation. This role provides an extraordinary opportunity to enhance and streamline ANY's model to support our next phase of strategic growth. The National Program Operations Director will ensure ANY meets all programmatic outcomes in the Fellows program, including:

1. Workshop Attendance (80%)
2. Annual Student Internship Placement (90%)
3. Transfer Rate (95%)
4. Match Retention (75%)
5. Fellow Program Persistence (90%)
6. Fellow College Persistence (90%)

**Our Ideal Candidate Is:**

- Committed to ANY's mission of supporting ambitious, first-generation college students
- Experienced in managing a large team towards strong outcomes
- Comfortable working in a fast-paced environment and can quickly pivot when necessary

**Responsibilities include but are not limited to:**

- Manage all program sites towards meeting programmatic goals according to the strategic priorities of the organization; provide weekly technical assistance to sites and teams that are missing program targets
- Plan and execute the Fellows program from start to completion involving all policies, processes, deadlines, milestones, and meetings
- Provide capacity building, quality assurance, and feedback to programs to ensure high quality career counseling and placement services are consistently strong
- Run monthly program meetings and hold programmatic trainings, kick-off and debrief meetings for seasonal program processes (i.e., onboarding or leadership bodies launch) and ongoing program activities (i.e. cohort support, volunteer training);
- Own and update the Policies and Procedure Manual and other program standards tools and documents, and ensure compliance and usability of tools/resources for all program staff

- Oversee all program areas and events to be implemented by sites, including (but not limited to):
  - Workshop and Program Calendars;
  - Program Delivery Standards;
  - Cohort Selection and Onboarding;
  - Program Events (workshops, clothing day, field day, graduation, etc.);
  - Cohort Support including Resume Book, program standing, dismissals, and rematches;
- Lead ANY's recruitment strategy to ensure sites meet annual cohort recruitment goals
- Support ANY evaluation efforts to measure larger impact made for first-generation college students as well as Volunteers
- Enhance policies and procedures around Fellow and Mentor Coach Support to result in 75% match retention, 90% program persistence and 80% workshop attendance
- Enhance internship support, training, resources, and procedures to result in 90% internship placement
- Demonstrate strong communication and active listening skills and an ability to give clear and timely feedback to site leads, program managers, and program coordinators
- Work with the Chief External Affairs Officer and local sites to ensure ANY meets deliverables to national funding partners
- Provide secondary supervision to the national Operations Team and direct supervision to other program staff as needed
- Other duties as assigned

#### **Qualifications**

- Bachelor's degree required
- 8-10 years of progressive management experience with a track record of supervising successful teams
- Leadership resiliency and ability to process high volumes of complex information and develop immediate action plans while maintaining balance under pressure
- Strong project management skills managing complex, multifaceted projects resulting in measurable successes and program growth
- Influencing skills and ability to gain cooperation from large teams to get things done
- Effective communication skills and ability to express information clearly to a multitude of audiences
- Learning agility and drive to seek opportunities to learn and execute at a fast pace
- Ability to think and act systematically; seeing the big picture and dealing with the uncertainties and trade-offs that are part of the complexities of organizations
- Strength in hiring, recruiting, managing, developing, coaching, and retaining individuals and teams, empowering them to elevate their levels of responsibility and performance
- Integrity, credibility, and a commitment to and passion for ANY's mission

#### **We Offer**

- A warm, collaborative work environment with a rich culture of support and feedback
- Ongoing internal and external opportunities for professional development and training
- A generous benefits package (health and dental insurance, 403(b), FSA, three weeks of vacation, etc.)
- Connections to a large, high-powered professional network

Salary is in the low-\$70k range and commensurate with experience. The position can be based in New York or fully remote and based in the United States.

#### **To Apply**

Please submit a cover letter and resume to [jobs@americaneedsyou.org](mailto:jobs@americaneedsyou.org) (subject line: National Program Operations Director – Last\_Name, First\_Name). Please note that your application will not be considered without a cover letter. No phone calls please.