

MATRICULATE

Associate, Program Operations
New York, NY or Remote

Position:	Associate, Program Operations
About Matriculate:	<p>Matriculate is a national nonprofit working to ensure the nation’s talented, diverse students from low-income backgrounds have the opportunity to attend college and thrive, and our mission is to empower high-achieving high school students from low-income backgrounds to make the leap to our nation’s top colleges and universities. As such, Matriculate is committed to partnering with communities of staff, high school students, and undergraduate Advising Fellows to foster a diverse, equitable, and inclusive organization. We seek to build a team that is active in contributing to advancing and sustaining a culture in which all lived experiences are welcome. As an organization committed to diversity, equity, and inclusion in theory and action, our vision is that one day all students in America will have access to and be effectively supported at a variety of colleges and universities—regardless of their race, income or background—which will give them a unique opportunity to change the trajectory of their lives and the lives of their families.</p> <p>Matriculate is working to build an America in which all students have a fair shot at attending and succeeding at their college and/or university of choice- including institutions in which have long been reserved primarily for individuals from an affluent background. To do so, we empower teams of undergraduates to provide free virtual college advising to high-achieving high school juniors and seniors from low-income backgrounds. Equipped with more than 50 hours of training, undergraduate Advising Fellows provide the information, guidance, and support that these high school students need to apply to, gain admission at, and excel in the best institutions. Matriculate is working to build an America in which all talented students have a fair shot at top colleges and universities long reserved primarily for the elite.</p> <p>Matriculate is committed to creating a diverse organization and fostering an equitable and inclusive culture. We believe in the power of team, people centered approaches, equity-centered philosophies and practices, and a dedication to meaningful, lasting impact. With this in mind, we strive to be a place in which individuals can engage in meaningful work, contribute to the mission, collaborate with colleagues and stakeholders, and also experience a culture in which there is room to reflect and grow, refine practices, contribute and collaborate, deliver outcomes, and have the spaciousness needed to rejuvenate in order to be your best self.</p> <p>Matriculate is a founding partner of Bloomberg Philanthropies' college access and success initiative called CollegePoint, which aims to help as many as 65,000 students to apply to, enroll in, and graduate from the best colleges and universities.</p>

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Position Overview:	<p>Matriculate seeks a strong candidate to serve as Program Operations Associate. The Associate will support the development, monitoring, and implementation of systems and processes across Matriculate's programs; manage data integrity and completeness; and provide training and technical support to users. The Associate will report to the Director of Program Operations in connection with our learning and evaluation programs and work closely with the rest of the program team.</p> <p>The Associate will train colleagues on system features and functionality; respond to user questions; resolve technical and functional support issues; manage data loads; analyze systems; and review data quality. On a less frequent basis, the Associate will work with leadership to document and implement new processes, modify existing configurations, integrate new applications, and more.</p> <p>The ideal candidate will excel at systems development in an environment of continuous improvement, while demonstrating drive and passion for our mission, a systems-orientation, capacity for problem solving, comfort setting and achieving aggressive goals, project management skills, excellent attention to detail, focus on quality, and commitment to access, equity and continuous improvement.</p> <p>This is a full-time position with a competitive salary and benefits package.</p>
Position Responsibilities:	<p>Key Responsibilities include:</p> <p>Program Operations</p> <ul style="list-style-type: none">● Serve as primary system administrator for program management and measurement systems (Salesforce, FormTitan, and Airtable) with over 1000 users.● Support the design, development, implementation, monitoring, and maintenance of all program systems, including transition from existing Matriculate systems to Salesforce, with an eye towards strategy, ease of use, quality user experience, adoptability, comprehensive record keeping, consistency, effectiveness, efficiency, collaboration, sustainability, and scale.● Own monthly team financial tasks such as expense reporting.● Manage and complete operations support tickets for both staff and users.● Support the development of tools and delivery systems for program assessments including advising skills evaluation, content test, formative, and summative evaluations and program engagement including Alumni, curriculum accessibility and online learning management.● Handle all basic administrative functions including user account maintenance, reports and dashboards, workflows, and other routine tasks.● Complete regular internal system audits and prepare for upgrades.● Manage third-party integrations such as Calendly or Zapier.

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	<ul style="list-style-type: none">● Coordinate the evaluation, scope and completion of new development requests.● Work with our management team to establish suitable processes to support administrative, development, and change management activities.● Assist in training of new users, and grow the systems skill set across the organization.● Effectively act as the liaison between our users, vendors and the application development teams and enforce operations standards across teams.● Work independently with members of the user community to define and document development requirements.● Keep clear and up to date records on all systems processes for continuous training across the user community● Identify and troubleshoot challenges as they arise. <p>Impact Measurement, Learning and Improvement</p> <ul style="list-style-type: none">● Support internal and external evaluation activities● Support data collection, tracking, analysis, and reporting on programs to ensure continuous improvement and to understand Matriculate’s ultimate impact, including longitudinal measures.● Support evaluation and learning agenda including program team’s analysis and application of program data to inform better practice.● Support preparation of data collection, and support communications, reporting and evaluation updates for senior leadership, board of directors, funders, external audiences, and staff.
<p>Candidate qualifications:</p>	<p>To fulfill these responsibilities, the ideal candidate will have:</p> <ul style="list-style-type: none">● A deep commitment to Matriculate’s mission● A bachelor’s degree● At least 1 year of experience with demonstrated success ideally in some of the following areas:<ul style="list-style-type: none">○ Data systems○ Virtual or cloud-based platforms○ Program management and implementation○ Operations○ Evaluation and data management● Excellent data analysis, systems, processes, and presentation skills● Strong written and verbal communication skills● Superlative attention to detail and focus on execution; organizational and project management skills● Ability to think strategically and analytically while managing tactical implementation, balancing both long-term and short-term projects and planning● The ability to work effectively with diverse groups of people● Excellent judgment and impeccable integrity● Commitment to constant learning, growth, and reflection

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	<ul style="list-style-type: none">● High degree of personal initiative with the desire and ability to meet aggressive strategic goals, work independently and thrive within an entrepreneurial, fast-paced and growing organization● Ability to learn new systems quickly● Knowledge of database management● Salesforce and Airtable experience a plus● Salesforce Administrator Certification preferred● Ability to work evenings and weekends as necessary● Ability to critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a general understanding, and distinguish user requests from the underlying true needs
Compensation:	<p>The salary range for this position, which is commensurate with qualifications and experience, is in the \$59,000 to \$66,000. This is accompanied by a comprehensive benefits package that includes health, vision, and dental plans; 10 paid holidays and December 25th through January 1st; generous PTO; a flexible work schedule and remote work opportunities; professional development and personal growth opportunities; etc.</p>
To Apply:	<p>Submit an email with the following details and attachments to careers@matriculate.org. Please note that applications will be reviewed on a rolling basis. Submission of a complete application requires:</p> <ol style="list-style-type: none">1. Attach PDF version of:<ol style="list-style-type: none">a. A tailored cover letterb. A resume <p>Subject line: "Associate, Program Operations, [your name]"</p> <p><i>Applications that are not submitted in accordance with these instructions or are missing documents will be deemed incomplete and will not be considered. All applications will be reviewed on a rolling basis until the role is filled.</i></p> <p><i>Matriculate is proud to be an equal opportunity employer and does not discriminate on the basis of race, age, color, religion, national origin or ancestry, sex, gender, disability, veteran status, genetic information, sexual orientation, gender identity or expression, etc. All qualified applicants are encouraged to apply.</i></p>