

Coordinator, Alumni Operations: Twin Cities

The Role

If Teach For America is successful in pursuing its mission, our alumni will believe that educational inequity is solvable and will have a grounded understanding of how to solve it. Our alumni will bring strong leadership to all levels of education and to every professional sector to address the extra challenges facing children growing up in low-income communities, building the capacity of schools and districts, and changing the prevailing ideology through their examples and advocacy.

Teach For America – Twin Cities seeks a Coordinator, Alumni Operations to play a critical role supporting the overall Alumni Leadership team. The Coordinator, Alumni Leadership Operations leads logistics and planning for alumni facing events that will ignite and fuel a diverse and inclusive alumni movement; provides customer service focused responses to alumni inquiries for support and connections which will allow them maximize their impact in pursuit of educational equity; and manages alumni data to best inform and support our alumni work. The Coordinator is someone who is fulfilled by the day to day work of behind-the-scenes operations and see this role as an opportunity to impact and support our team, corps members and alumni as they work toward educational equity.

The Coordinator, Alumni Operations sits on the Alumni team and reports to the Director, Alumni Strategy & Policy.

New Sector Partnership

TFA believes in encouraging and investing in our staff's learning and development. Because of that, we're partnering with [New Sector Alliance](#), which allows us to enroll the newly hired Coordinator in their yearlong [Residency in Social Enterprise \(RISE\) Fellowship](#). TFA will support the Coordinator in attending one full-day training per month along with ongoing 1:1 mentorship and coaching throughout the year. This investment is valued at \$15,000. Candidates applying for the Coordinator role should understand that the total compensation package includes both the annual salary plus this significant professional development investment.

Qualifications

Primary Responsibilities

Alumni Event Operations (30%)

- In coordination with the Director, Alumni Strategy & Policy, execute on a vision and direction for alumni event logistics and operations, including securing space, assigning rooms, ordering materials and food, etc, such that we conduct effective, inclusive and inspiring events for alumni
- Act as the liaison between the larger regional team and the Alumni Team in communicating event participation and support expectations for all staff (including but not limited to: staff schedules, day-of logistics plans, etc.)
- Develop systems to track and manage alumni participation in leadership development or community events. Create surveys and tracking systems for alumni to make session choices, attendance tracking, etc.
- Alongside Director, Alumni Strategy & Policy, coordinate on executing plans that support operational culture at ongoing alumni events (music, signage, celebration of alumni and staff, etc.)

Alumni Data (20%)

- Manage the accuracy of alumni data recording, including timely uploading of new contact information, professional sector and employment information, changes of region or address, event attendance; track meetings and alumni engagement in TFACT
- Complete data entry and other data-related projects as requested by the Director, Alumni Strategy & Policy such that alumni data is effectively communicated to multiple audiences

Communication and Connectivity (40%)

- Manage all alumni-facing digital communications to ensure that alumni get timely and customer service-focused responses, connecting them with the resources and networks which will fuel their impact for educational equity
- Connect alumni with the appropriate staff contacts or fellow alumni for support
- Ensure national team has all the data it needs to build an alumni connection platform
- Alongside the Director, Alumni Strategy & Policy, create a hub of resources for all alumni (resume tools, LinkedIn page, one pagers, videos, etc.)
- Identify those interested in affinity spaces, professional learning communities (PLC's) and other alumni leadership opportunities; recruit and track application process for these PLC's; track satisfaction & engagement with these and other alumni experiences
- Connect new-to-region alumni with introductory experiences to onboard them to the region
- Develop & execute a daily/weekly system for managing and directing all incoming alumni requests (local & non-local)

Collective Responsibility Regional Projects (10%)

- Fulfill foundational responsibilities that allow our region to do our work, make decisions, grow as professionals, and strengthen our team culture, including but not limited to attending regional meetings, operating with our Core Values and commitment to Diversity, Equity and Inclusiveness, completing our performance management cycle, and upholding our data management, office operations, and fiscal responsibilities
- Make a direct impact on the organizational mission of enlisting, developing and mobilizing leaders to strengthen the movement for educational equity by participating in selection (6-10 days total plus preparation and close out time), matriculation (up to six windows across the year), and regional events

Requirements

Skills

Organizing, Planning and Executing

Demonstrates an ability to organize, prioritize, track and manage workflow and resources when planning and executing alumni-facing events and working with event partners and attendees

Demonstrates an respond in a timely and effective way to a wide array of requests from a network of 3000+ alumni

Operate with a high level of efficiency with their time

Create and oversee systems to track and monitor communications and touchpoints with alumni

Building Relationships and Investing Others

Understanding the Perspectives of Others

Ability to assess alumni motivations, barriers and needs through various forms of communication with alumni to determine the appropriate support to refer them to.

Communicating Effectively with Others

Ability to articulate information and opportunities in an engaging, clear and succinct manner that inspires event partners, alumni and staff to take action and increase their partnership with Teach For America.

Demonstrates an ability to assume a customer service approach in communication with alumni so they feel valued as members of our community.

Demonstrates an ability to create data reports to be shared with internal and external constituents, as well as with the Alumni Leadership team to better inform their work.

Demonstrates an ability to communicate effectively (especially in writing) with diverse audiences one-to-one and with large groups (i.e. alumni newsletters)

Prior Experience

Experience with Microsoft Office products (Outlook, Word, Powerpoint, Excel) and Google docs preferred

0-3 years of work experience

Work Demands

Occasional evenings and weekends are required