

## **The Broad Residency In Urban Education Sample Job Descriptions**

*In December and January, The Broad Residency will provide current job descriptions for every organization in which we place Residents.*

*In lieu of the current descriptions, we have found it helpful to provide summaries of job descriptions from previous years to impart a sense of the work Broad Residents perform in districts and charter management organizations (CMO). The summaries are based on actual descriptions, but do not contain names of organizations or supervisors. In addition, most industry-specific jargon has been removed and they have been simplified for ease of reading. Most of these descriptions describe the Resident's incoming project/role, therefore it is important to recognize roles evolve substantially over the two year program. Please see "[Two Year Overview](#)" for further insight on how the work progresses.*

*Please note: These summaries are intended for informational purposes only, and are not definitive examples of the Broad Residency roles to be offered this year.*

### **Organization Type: Charter Management Organization (CMO)**

#### **Position Type: Operations**

#### **Supervisor: Chief Operating Officer / Vice President, Operations**

CMOs are often lean organizations with sizable responsibility. With more freedom to operate as they see fit, growth plans designed to replicate their success, but with less public funding than district schools, CMOs have little room for error. Working in CMO operations promises fast-paced, demanding, and rewarding work at the forefront of education reform, as well as an opportunity to help grow and shape the future of the organization.

#### **Role A: School Cluster Business Manager**

As the right hand of the Cluster Director, the School Cluster Business Manager will be responsible for handling all non-academic operations for five schools within the cluster, including finance and accounting, facilities, transportation, security, food services, and maintenance. The Cluster Business Manager will also identify areas for cost savings, by combining current services in individual schools to serve the entire cluster. In addition, the Cluster Business Manager will manage multiple relationships, with operations staff, school staff, facilities staff, vendors and outside service providers, and local government office staff, as well as serve as a liaison to the schools, to ensure that they operate at maximum efficiency and effectiveness.

#### **Role B: Director of Operations**

As the right hand of the Chief Operating Officer, the Director of Operations will be responsible for managing multiple functional areas, including operations and facilities management. Specifically, the Director of Operations will manage a variety

of operations projects, including (1) develop and implement a matrix management structure for team members providing non-instructional operations support to schools; (2) leverage technology to improve the organization's economies of scale, as well as to maximize communication between schools and the operations office; (3) lead efforts to secure short- and long-term facilities, including securing funding and making facilities recommendations; (4) analyze and develop a long-term facilities staffing solution.

### **Role C: Director of Budget**

The Director of Budget will be responsible for directing the CMO's budget and financial management practices. Specific responsibilities include: (1) develop and implement a new budget model; (2) identify key gaps in performance and recommend strategies to improve performance; (3) make the budget transparent to the CMO's stakeholders; (4) develop a clear accountability system, including an operational "dashboard" to assess performance; and (5) strategize how to effectively and rapidly scale operations.