Position Description

**Strategic Partnership Operations Manager**

Knowledge Delivery Systems (KDS) is a leading provider of innovative, scalable and personalized professional development, partnering with schools, districts and state departments of education to maximize educator effectiveness and raise student achievement. We design and develop advanced learning technology platforms and create research-based online courses and content to deliver customized, blended professional development solutions that are intensive, ongoing and focused on the learning needs of each teacher and school leader. At the heart of our work is the improvement of teacher and school leader effectiveness to drive achievement gains for all students.

**The Position**

KDS enters into strategic partnerships with universities, companies and organizations that align with the KDS vision, accelerate our content and technology development, broaden the company’s reach and expand our distribution. Our partners include a wide range of dynamic, successful organizations, including University of Southern California, College Board, Marzano Research, the National Education Association (NEA), True North Logic, Microsoft, Capella University, Research for Better Teaching, Pacific Education Group and the Wiley publishing company. The Strategic Partnership Operations Manager works directly with partner groups and cross-functionally with all KDS departments to ensure that partnerships are executed to meet KDS and partner goals. The Partnership Operations Manager will assist in creating structures and processes that facilitate effective collaboration among internal, cross-functional teams to meet partnership timelines, deliverables and success metrics. The position reports to the Chief Operating Officer.

**Roles and Responsibilities**

The Partnership Operations Manager plays a key management role for all KDS strategic partnerships, beginning with the contracting stage and continuing through the life cycle of each partnership. Responsibilities for this role include:

- Liaise with strategic partners and all KDS departments and teams, including business development, content development, product management, technology, marketing, sales, finance and operations to create detailed project plans that document, schedule, coordinate and track all teams’ tasks, dependencies and deliverables connected to key partnerships.

- Collaborate with KDS team leaders to create project specifications, clearly communicate the plan for on-time execution of projects and deliverables, confirm resourcing for each project, describe deliverables, specify work streams and monitor progress to schedule and budget.

- Coordinate communication between relevant KDS and partner stakeholders, and take a leadership role in critical meetings and calls with KDS partners.
• Ensure all conversations, decisions, commitments and scope changes are documented and shared with all appropriate teams.

• Ensure that all stakeholders fully understand their tasks, deliverables, and dependencies around their work streams.

Qualifications
• The ideal candidate will have 5+ years of hands-on project management experience and a demonstrated track record of success in managing multiple simultaneous projects that involve external partners.
• Bachelor’s degree required, advanced degree preferred
• Experience successfully balancing the requirements of thoughtful planning with operational and budgetary realities.
• Exceptional project management and communication skills and a commitment to understanding and delivering on the objectives of each partnership.
• Proven ability to manage complex projects to meet partnership goals and objectives while maintaining scope, preferably below budget and ahead of schedule
• Exceptional technical project management skills, including planning, scheduling, budgeting, executing, monitoring and controlling all aspects of a partnership
• Strong client relationship management and customer service skills
• Ability to coordinate diverse, cross-functional teams so that all individuals and teams work in concert to meet partnership objectives
• Ability to build a shared understanding of partners’ needs and motivations among members of cross functional teams
• Strong written and verbal communication skills; able to deliver clear, concise information and direction to partners and internal teams
• Proven ability to collaborate and build relationships with internal and external stakeholders
• Track record of effectively managing vendors and contractors
• Exceptionally detail-oriented and organized, ensuring quality and consistent output
• Ability to effectively solve problems, make decisions and take action, exercising solid independent judgment
• Ability to maintain a professional attitude and work independently with little guidance in a fast paced, changing environment.
• Proficiency in MS Office applications (Outlook, Word, Excel and PowerPoint)
• Proficiency in CRM systems

Other qualifications include:
■ Excellent interpersonal and team skills, extremely collegial
■ Values diversity of thought, backgrounds and perspectives
■ Ability to multi-task while maintaining vigilant attention to details
■ Integrity/ethics beyond reproach
- Ability to be flexible, resilient, and adaptable to changing priorities
- Constantly looking to apply best practices

**Compensation**
Compensation is commensurate with experience and includes a comprehensive benefits package.

**How to apply**
In order to be considered for the **Strategic Partnerships Operations Manager** role, please send the following to careers@kdsi.org

- A thoughtful cover letter explaining your interest in working at KDS and the **Strategic Partnerships Operations Manager** role
- A resume in pdf or MS Word format

Please use the following application standards:

- Subject Line: **Strategic Partnerships Operations Manager**
- Cover Letter: yourfirstname_yourlastname_coverletter.doc
- Resume: yourfirstname_yourlastname_resume.doc

Applications will be reviewed on a rolling basis
KDS is an equal opportunity employer

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