



Program Success Lead (Remote)

ABOUT US

CollegeSpring is the only national nonprofit providing teacher-led test prep during the school day, helping students impacted by poverty unlock greater options after high school. For 16 years, we've partnered with school districts and organizations across the country to help more than 50,000 primarily first generation, economically disadvantaged, BIPOC students unlock opportunity through increased scores on gateway tests like the SAT, ACT, and TSIA2 (Texas Success Initiative Assessment). Today, we continue to expand by maximizing impact through larger district and nonprofit partnerships and harnessing the power of technology to better serve teachers and students.

ABOUT THE ROLE

The Program Success Lead builds and nurtures relationships with prospective and current partners while ensuring the successful implementation, growth, and continuous improvement of CollegeSpring's programming. This role is integral to our mission of driving student impact, expanding our presence in priority markets, and achieving measurable success that supports national scaling efforts. By delivering a best-in-class partner experience, the Program Success Lead ensures high levels of partner satisfaction, program quality, and sustained growth. This role is accountable for creating and leveraging proof points that demonstrate our program's effectiveness, ensuring our ability to scale nationally and maximize student impact locally.

WHAT YOU'LL DO

Partner Satisfaction: Contribute to a stellar partner experience through effective partner relationships.

- **Relationship Development:** Build and sustain deep, trust-based relationships with partner schools, districts, and nonprofit organizations, ensuring alignment with their goals and expectations while fostering long-term partnerships.
- **Partner Feedback Systems:** Lead the partner feedback system to regularly gather and analyze data, insights, and suggestions from partners, teachers, and students. Use this information to continuously refine program delivery, enhance student outcomes, and drive partner satisfaction.
- **Program Value Demonstration:** Proactively demonstrate and communicate the value and impact of CollegeSpring's programs to partners, ensuring high levels of satisfaction, retention, and advocacy. Ensure that partner needs are not only met but anticipated and addressed promptly.

Program Quality: Drive high quality programming through strategic, thorough program implementation and execution.

- **Program Implementation:** Oversee and direct comprehensive partner onboarding and program implementation, ensuring smooth execution at every touchpoint. Monitor and optimize partner interactions, ensuring alignment across all CollegeSpring teams and maintaining high standards of program delivery.
- **Program Operations:** Lead program operations by managing day-to-day activities, providing timely technical support to partners, and leveraging technology to monitor, analyze, and optimize program activities. Proactively identify challenges and implement solutions to ensure uninterrupted, high-quality service.
- **Program Data Management:** Collaborate with internal and partner teams to ensure the accurate and timely collection, maintenance, and analysis of student and program data. Lead the development and implementation of sophisticated technology solutions that enhance data accuracy, automate processes, and generate actionable insights. Leverage these solutions to streamline workflows, improve data integrity, and produce comprehensive reports that drive strategic program improvements and informed decision-making.
- **Data-Driven Storytelling:** Actively seek out and analyze data insights that reveal trends, successes, and areas for improvement within the program. Use these insights to craft compelling narratives that demonstrate the impact and value of CollegeSpring's programs. Leverage these data-driven stories to strengthen partner relationships, support program growth, and contribute to the broader mission and national scaling efforts of CollegeSpring.

Program Growth: Support strategic initiatives to expand and enhance CollegeSpring's programs, with a strong focus on partner renewals and program sustainability.

- **Partner Renewal and Expansion:** Lead and manage the annual renewal process with existing partners to ensure seamless year-to-year program continuity and growth. Develop and implement strategies for scaling programs, including new launches, geographic expansion, and deepening partner engagement.
- **Renewal Metrics and Strategic Insights:** Track and analyze renewal rates, partner feedback, and other key metrics to identify trends, challenges, and opportunities. Develop and execute data-driven insights and strategies to enhance renewal outcomes, support partner growth, and achieve financial targets. Collaborate closely with the finance team to monitor progress against revenue goals, ensuring that renewal efforts align with and contribute to the overall financial sustainability and growth objectives of CollegeSpring's programs.

HOW YOU'LL DO IT

Driven by CollegeSpring's:

- **Position:** Empowering students with greater choices after high school.
- **Vision:** Life-changing opportunities for every student.
- **Mission:** Building confidence and capability with test prep for all.
- **Values:**
 - **Excellence is Our Standard.** We believe in the potential of people, the power of ambitious goals, and supporting each other to achieve excellence.
 - **Learning Drives Us.** Every day we learn, improve, adapt, and make the changes that propel our progress.
 - **Challenges are Opportunities.** A can-do attitude and growth mindset can overcome adversity and move mountains.
 - **Relationships Fuel Impact.** Accountability, trust, and communication are the cornerstones of the internal and external relationships which make our impact possible.
 - **Agency is Our Aim.** We promote student readiness and empower them with choice.

Core Competencies

- **Communication:** You are comfortable drafting communication in other's voices. You have the ability to anticipate questions and needs of audiences. You are able to leverage communication to inspire, influence, drive people to action, support decision making and build relationships. You have the ability to support others in building their communications skills.
- **Problem Solving:** You are able to leverage others thoughts and expertise in order to problem solve collaboratively and view an issue holistically. You are leaning into the challenges as opportunities and proactively seeking out problems to solve. You are able to look at situations from multiple view points and identify potential pitfalls or challenges early on and provide possible solutions. You have the ability to support others in building their problem solving skills. You have the commitment to not resting on how things have always been done. You have the ability to experiment, fail fast, and iterate.
- **Relationships:** You have a deep curiosity in learning about people and their needs. Interpersonal and adaptable skills to navigate a lot of different personalities, power structures, and varying priorities. You have the ability to be aware of yourself, and regulate emotions, as well as being able to understand other people's emotions when displayed. You are able to be a true thought partner with stakeholders and add value to relationships. You have the ability to support others in their relationship building and management skills.
- **Data Analysis:** You are able to translate user experience findings into strategic recommendations network-wide. You are able to look at data from multiple perspectives in order to communicate a larger story or narrative. You are able to contextualize data within the larger narrative and story. You are able to support others

in their data analysis and management skills.

- **Collaboration:** You have an awareness of when to lean in and step back, when to leverage expertise of self and others. You have the ability to mine for and manage conflict and debate. You have a commitment to accountability in the process of collaboration. You have the ability to support others in their collaboration skills.
- **Project Management:** You have a strong command and management of stakeholder roles in project completion and sign off. You have the ability to prioritize communication of the project and work with a broader stakeholder group as a part of overall project planning. You have the ability to manage up, down and across the organization. You have the ability to manage a project in a timely way that stays under budget. You have the ability to support others in their project management skills.
- **Leadership:** You set the direction for department or team and guide everyone involved in the execution by developing project plans, delegating work, making decisions and gaining buy-in.
- **Strategic Thinking:** You have the ability to define where we are, where we want to go, and how we will get there by considering the big picture, the details, multiple perspectives of internal staff and stakeholders, historical data, various potential outcomes. You don't let limitations or fear-based thinking get in the way of moving forward. You are able to plan both in the near term and for the future.

QUALIFICATIONS AND SKILLS

Required

- Bachelor's degree
- 3-5 years of leadership experience in client success
- Experience with product-led growth approaches. Understanding how product usage and feedback drive customer success and identifying opportunities to improve adoption and engagement.
- Excellent written and verbal communication, negotiation, and relationship-building skills with the ability to articulate the value proposition, manage difficult conversations, and foster strong partnerships with clients.
- Mastery of technology leveraging, from strategic adoption to implementation and maintenance.
- Experience working in and managing a metrics-driven team.
- Proficiency in Salesforce and Google Workspace.

Preferred

- Master's degree
- Project Management Professional (PMP), Scrum Master, or Product Owner Certification.
- Experience utilizing Learning Management Systems
- Experience in the educational or nonprofit industries, especially managing relationship cultivation and continuation.
- Experience working in schools, school districts, or administration.

MORE DETAILS

- This role is remote within the United States. Candidate must be a resident of AL, CA, FL, IL, KS, MD, ME, MI, NC, NJ, NY, OK, PA, TX, TN, or VA. Travel up to 25% of the time may be required.
- Total compensation includes a benefits package of health, dental, vision, life, and disability insurances, flexible spending accounts, 403(b) retirement plan with employer match, 27 paid days of office closures, 15 days PTO in your first year, 2 paid days to volunteer in your community, parental and family caregiver paid family leave, and an annual work from home reimbursement.
- We believe that the unique contributions of all CollegeSpring employees create our success. To ensure that our culture and our work continue to incorporate everyone's perspectives and experience, we never discriminate based on race, color, religion, sex, gender identity or expression, sexual orientation, pregnancy, national origin, age, or marital, veteran, or disability status. We welcome all applications from a wide range of candidates. Selection for roles will be based on individual merit alone.
- Must be able to stand or sit for prolonged periods.
- Must be able to lift/ carry/ transport educational or promotional materials and/or equipment weighing up to 50lbs.
- This is not necessarily an all-inclusive list of job-related responsibilities, duties, skills, efforts, requirements or working conditions. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed to address evolving business and partner needs.