Seat Title: Associate – District Success

Seniority: Associate/Entry Level - Ideal candidate previously worked in education or a tech startup and is looking for a new challenge.

Role Overview: Reporting to the Senior Manager of District Success, the Associate Manager of District Success will be responsible for the onboarding and ongoing support of users within the PurpleSENSE platform to ensure the implementation of the district’s vision for student support.

This new team member will facilitate or co-facilitate training for users of the PurpleSENSE platform so that our users are utilizing all the capabilities of the platform with a sense of pride and data fidelity. This is critical to our work in ensuring that students are part of an ecosystem of continuous support where they receive the village of mental health and social resources needed for them to unlock their fullest potential. The Associate Manager of District Success will respond to service requests, identify trends in user support, test PurpleSENSE platform features, create relevant content for users, and create and export reports from Salesforce. They will also solicit feedback from users to enhance the user experience.

Enough with the bio, tell me exactly what I will be doing....

The Role: Seat might change over time. Your role will never have more than 3 – 5 responsibilities.

- Customer Support – Onboarding & ongoing support of PurpleSENSE users through in person trainings, campus visits, and **in-person**, one on one check ins in Houston, TX.
- Stakeholder Engagement – Cultivate and steward relationships
- Data Analysis – Review data to address user needs/concerns and trends which influence additional trainings, support, and other actions

Profile of Ideal Candidate

- In love with the organization and ready to shout it from the rooftops.
- Lives the ProUnitas values. Trust us, it will be evident if you do not.
- Assertive (not aggressive).
- Ridiculously detail-oriented and enthusiastic.
- Nimble and embraces change.
- Solves problems that others may not have noticed needed solving (it’s ok to ask for help)
- Training or facilitation experience.
- Embraces the idea of technology and its potential.
- Loves to nose around and find things out.
- Loves working with data.
- Enjoys building and refining systems to keep track of the things they have nosed around about.
- Accepts that parts of the work are boring and monotonous but important.
- Great memory.
- Goal-oriented.

Compensation Philosophy: ProUnitas bases its compensation on market value (we paid a hefty subscription fee to PayScale, and we use it. We do not care what you made before, and we will never ask. That is just outright wrong. Anyone starting will likely come under the market value pay for this job - 54K. We will work hard with you to get you to market pay as fast as possible. We anticipate that it will take you 2 years to be deemed proficient for this position,
However you can reach it much faster. Once deemed proficient at this role ProUnitas will pay you at market value. Here are the criteria’s used to calculate your potential salary range: 2-3 years of relevant experience, bachelor’s degree, Houston, TX, Software as a Service, data analysis and customer training and support.

The salary range is for an entry-level position: $50,000 – $54,495.

**Recommended**: bachelor’s degree or other qualifying experience.

ProUnitas does not offer cost of living adjustments but subscribes to a team-based performance annual raises, see benefits below.

**Benefits** – compensation is more than just cash

- 401K match – Match 100% of employee contributions up to 3% of their compensation, then 50% matching contribution of next 2% of employee’s compensation – Effective January 1st 2023 – ProUnitas will contribute 3% without the need of a match.
- Competitive Health, Dental & Vision Insurance. (Fixed monthly contribution of $315 from ProUnitas)
- $700 Technology stipend
- $2,500 toward primary residence closing costs.
- Unlimited time off
- Long Term Disability and Short-Term Disability – fully covered by ProUnitas

**Interested in Applying?**

If you are certain that you want this job, get this job, and have the capacity to do this job send your resume and cover letter to awei@prounitas.org. Submissions will be accepted until August 5th.