Rock The Street, Wall Street

Program Operations Manager

About Rock The Street, Wall Street

Rock The Street, Wall Street (RTSWS) is a national 501(c)(3) nonprofit dedicated to increasing financial and investment literacy among high school girls and inspiring them to pursue careers in finance and related fields. Through industry-connected programming, mentorship, and career readiness experiences, RTSWS serves approximately 1,500-2,000 students annually across around 60 high schools in partnership with leading financial institutions and corporate sponsors.

Position Summary

The Program Operations Manager is responsible for the successful execution, quality, and growth of RTSWS's Programming across all markets. This role remotely oversees volunteer coordination across domestic and international markets. They will also oversee Program Coordinators and ensure the consistent delivery of high-quality programming that meets organizational goals related to student participation, volunteer engagement, school retention, and data integrity.

Reporting to the Chief Operating Officer, the Program Operations Manager serves as a strategic leader and operational partner, balancing team leadership, stakeholder relationship management, program oversight, and continuous improvement initiatives. This position collaborates closely with Development, Career Readiness, Student Learning & Development, and Executive Leadership to ensure RTSWS programs deliver meaningful outcomes for students, schools, volunteers, and sponsors.

The ideal candidate is an experienced people leader who thrives in a mission-driven environment, excels at relationship management, leverages data to drive decisions, and is passionate about creating exceptional experiences for stakeholders.

Location: Nashville, TN (Hybrid)

Travel: Up to 20–30%, primarily during program-related events, sponsor visits, and student field experiences.

Schedule: Full-time, exempt

Key Responsibilities

Team Leadership & Staff Management

- Directly supervise and develop a team of Program Coordinators.
- Conduct performance management, coaching, goal setting, and performance reviews.
- Support recruitment, interviewing, hiring, onboarding, and training of Program Coordinators.
- Manage workload distribution and resource allocation across programs and markets.
- Foster accountability, professional growth, collaboration, and high performance within the team.
- Establish and monitor team goals, priorities, and performance expectations.

Program Operations & Quality Management

- Oversee the successful implementation of RTSWS High School Programs serving currently approximately 60 schools and around 2,000 students annually.
- Ensure consistent delivery of program standards, processes, and participant experiences across all markets.
- Monitor program progress and proactively identify risks, challenges, and opportunities for improvement.
- Support the successful execution of Industry Insight Days and related student experiences.
- Partner with Program Coordinators to address school, volunteer, and program escalations.
- Lead continuous improvement efforts that strengthen program effectiveness and operational efficiency.
- Support expansion into new schools and markets as organizational growth opportunities arise.

School & Volunteer Relationship Management

- Build and maintain strong relationships with school administrators, educators, corporate partners, and volunteers.
- Support school recruitment and onboarding efforts in partnership with Program Coordinators.
- Serve as a point of escalation for complex stakeholder issues.
- Support volunteer recruitment initiatives as needed.
- Participate in volunteer onboarding, training, recognition, and engagement efforts.

- Help ensure a positive volunteer experience that supports retention and long-term engagement.

Data, Reporting & Performance Management

- Maintain a high standard of data accuracy and integrity within Salesforce and other organizational systems.
- Monitor and report on key program performance indicators, including:
    - School retention
    - Student enrollment
    - Student completion rates
    - Volunteer retention
    - Volunteer satisfaction
    - Assessment participation
    - Data quality metrics
- Develop and maintain reports, dashboards, and performance summaries for leadership and external stakeholders.
- Analyze program trends and performance data to inform decision-making and continuous improvement efforts.
- Present program outcomes and insights to organizational leadership.

Cross-Functional Collaboration

- Partner closely with the Development team to support sponsor stewardship, reporting, and renewal efforts.
- Provide program impact data, participant outcomes, testimonials, and success stories for grants and sponsor communications.
- Collaborate with the Career Readiness team to support participant engagement and transition opportunities.
- Partner with the Student Learning & Development team to support assessment participation and student outcome measurement.
- Work with Marketing on program storytelling, impact reporting, and special initiatives as needed.

Administrative & Operational Support

- Coordinate program-related logistics including participant materials, program supplies, shipping, and event support.
- Support the selection, procurement, and distribution of program materials and student recognition items.

- Manage multiple priorities, deadlines, and stakeholder requests with professionalism and attention to detail.
- Identify and implement process improvements that increase efficiency, consistency, and scalability.

Qualifications

Required

- Bachelor's degree in Business, Nonprofit Management, Education, Communications, or a related field.
- 5+ years of volunteer management experience.
- 5+ years of program management, operations, account management, customer success, or nonprofit leadership experience.
- 3+ years of direct people leadership experience.
- Demonstrated success leading and developing high-performing teams.
- Strong relationship management and stakeholder engagement skills.
- Experience managing multiple projects, priorities, and deadlines simultaneously.
- Strong analytical and problem-solving abilities.
- Excellent written, verbal, presentation, and facilitation skills.
- Advanced proficiency in Salesforce or comparable CRM systems.
- Experience using data and reporting to drive decisions and measure performance.
- Proficiency with Google Workspace, Zoom, and online collaboration tools.
- Commitment to the mission of RTSWS and advancing opportunities for the next generation.

Preferred

- Experience in nonprofit, education, workforce development, or youth-serving organizations.
- Experience managing volunteer programs or volunteer networks.
- Salesforce reporting and dashboard experience.
- Experience supporting sponsor, donor, or corporate partner relationships.
- Experience working in a growth-stage or rapidly evolving organization.

Success Measures

Success in this role will be evaluated through:

- Achievement of student enrollment and completion goals.
- School retention and engagement.
- Volunteer retention and satisfaction.
- Program quality and consistency across markets.
- Team performance and development.
- Data accuracy and reporting effectiveness.
- Operational improvements and process efficiencies.
- Positive relationships with schools, volunteers, sponsors, and internal stakeholders.

What We Offer

- A mission-driven, collaborative team culture
- The opportunity to make a tangible impact on the future of finance
- Competitive nonprofit salary
- A dynamic, high-growth organization with room to grow and innovate

Benefits Include:

- Medical, dental, and vision insurance
- Disability and life insurance
- 401(k) retirement plan
- Paid time off (PTO)

RTSWS provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

Compensation: Starting at $70,000, commensurate with experience

How to Apply:

Interested candidates should **submit a resume and cover letter to jobs@rockthestreetwallstreet.com. Please include "Program Operations Manager" in the subject line.**