



JOB TITLE: Implementation Manager / Senior Implementation Manager
STATUS: Exempt
LOCATION: Remote

ABOUT CENTERPOINT

CenterPoint Education Solutions is a growing nonprofit organization that works with educators across the country to build powerful connections between and among curriculum, assessment, and instructional practice and create meaningful learning experiences for all students. At CenterPoint, we lead with our deep content knowledge and offer schools and districts a collaborative, solution-oriented approach to address their instructional needs—from pre-built and customized assessments to curriculum design and professional learning. Our goal is to empower excellent teaching so all learners—particularly our most vulnerable—can excel.

CenterPoint staff are former teachers, school leaders, and policy makers committed to equity, access, and opportunity for all students.

At CenterPoint we foster collaboration, encourage innovation, and offer challenging and satisfying opportunities to grow. We offer a comprehensive benefits package, including medical, dental, and vision insurance; 403(b) retirement plan; generous PTO and 14 paid company holidays plus the days between Christmas and New Years' Day; and a flexible work environment.

Please email your resume and cover letter to careers@cpeducation.org.

POSITION SUMMARY

CenterPoint is hiring Implementation Managers / Senior Implementation Managers to support our growing portfolio of school and district clients. Specific positions will be dependent on years of experience and internal needs at the organization.

The (Senior) Implementation Manager role is responsible for building and maintaining long-term relationships with CenterPoint's clients and ensuring quality delivery and implementation of our products and services. This position requires strong relationship-building, communications, and project management skills.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential duties and responsibilities include but are not limited to:

- Cultivate and maintain relationships with small-to-medium district and school clients throughout their engagement with CenterPoint
- Focus on growing and developing existing clients – retaining, renewing, and extending clients' use of CenterPoint's products and services

- Serve as a thought partner for CenterPoint clients, building trusting relationships through regular communication
- Manage project schedules and, as needed, small project budgets to ensure timely delivery of work
- Provide subject matter-expertise, as needed, to support delivery and implementation of CenterPoint services (e.g., conducting data literacy training)
- Champion the client at all levels internally and work closely with other members of the CenterPoint team to maintain the highest level of customer satisfaction
- Facilitate and manage internal and external project meetings, including kick-off meetings and regular project meetings with the client
- Collect client feedback through conversations, surveys, and other mechanisms to ensure clients are satisfied with our products and services
- Build and maintain knowledge of CenterPoint client needs, our product and service offerings, and market trends
- Support CenterPoint’s sales and marketing efforts, as needed, including attending conferences

In addition to the responsibilities above, the Senior Implementation Manager will:

- Manage medium-to-large district clients and programs with complex schedules or that require a high level of subject matter expertise
- Manage contract budgets and work with CenterPoint’s Project Management Office to identify proper staffing and resource needs
- Manage internal project teams and teams of consultants
- Provide subject matter-expertise, as needed, to support delivery and implementation of CenterPoint services (e.g., conducting data literacy training, coaching, and reviewing instructional material)
- Write reports and recommendations to support ongoing work
- Work with CenterPoint’s growth team to help develop customized solutions that meet district/school instructional needs
- Serve as subject matter expert, as needed, on external calls with potential partners and in internal strategy discussion

REQUIREMENTS

- Commitment to CenterPoint’s mission and organizational [values](#)
- At least five years of relevant experience (eight years for Senior Implementation Manager)
- Teaching experience required, district-level or instructional coaching experience a plus
- Experience in building strong relationships with district and school leaders and partner organizations
- Experience in and a passion for identifying solutions to support district and school success
- Exceptional interpersonal skills
- Problem solver and strategic thinker with a team-player approach to work

- Ability to interact with the most senior levels of an organization and work collaboratively across the organization
- Strong attention to detail and ability to manage project schedules
- Experience in strategic planning and execution a plus
- Ability to travel as needed (travel needs will depend on client)