



Job Title:

Formal Title: Mathnasium Assistant Centre Director

Position Summary:

The Mathnasium Assistant Centre Director is responsible for directly assisting the Centre Director with sales and administrative tasks required to run a centre efficiently, in addition to, providing educational support and leadership to the instructional floor. Assistant Centre Directors take ownership of the centre's effectiveness and are empowered to take appropriate action when necessary. They assist with sales tasks, such as making care-calls, following up with warm leads to schedule centre visits, and having an enrollment conversation with a walk-in customer when the Centre Director is occupied. Assistant Centre Directors also assist with administrative tasks such as creating binders, reordering workout plans, and logging student progress. Assistant Centre Directors join the instructional floor and assist in the team teaching environment providing instruction to students when there are no additional administrative or sales tasks to be completed. In addition to providing administrative, sales, and instructional support, the Assistant Centre Director is involved with training, coaching, and developing the instructional staff to achieve top performance in their roles. They support the Centre Director in operating the day-to-day functions of a centre and are the second highest level of leadership in the centre assuming responsibility for the centre needs when the Centre Director is occupied.

Role & Characteristics:

- Assistant Centre Principals, Educational Experts, and Administrators:
 - Support the Centre Director in managing all aspects of centre operations to ensure it runs efficiently
 - Assume responsibility of ensuring all administrative duties, such as, creating binders for students, entering student progress into the centre management system, and coordinating with the centre director to modify student learning plans/workout plans, are properly completed
 - Position students and team members for success by providing them with the educational material they need
 - Administer educational assessments to diagnose learning gaps in order to create learning plans for students
 - Take accountability/ownership of decisions, actions, choices, and outcomes
- Assistant Sales Managers and Customer Service Specialists:
 - Successfully enroll leads in person or over the phone in the Mathnasium program by staying customer focused, utilizing Mathnasium sales tools, overcoming obstacles to sell the program, alleviating most issues customers experience, and building personal relationships to ensure exceptional customer service and satisfaction
 - Positively interact and engage with parents to build rapport, establish trust, and answer any inquires
 - Sell the Mathnasium program and have enrollment conversations with parents
 - Ensure parents and students have a positive customer experience

- Instructional Leaders, Trainers, and Support:
 - Take ownership of providing support to the instructional floor and staff, ensuring students achieve educational success, team members provide exceptional instruction using Mathnasium methodology, and instructional leadership manage the flow of students appropriately
 - Provide on-the-job training/coaching as needed to help employees achieve top performance
 - Join the instructional staff in providing instruction to students, when necessary
 - Build relationships with team members in order to effectively motivate and lead them
 - Quickly identify employees' needs, and provide appropriate training, coaching, and feedback to enhance team members' performance in their roles
 - Develop team effectiveness by enhancing team communication and collaboration to help foster a positive working environment for all employees

Characteristics:

* In addition to the characteristics of an excellent Mathnasium Instructor and Mathnasium Lead Instructor, Mathnasium Assistant Centre Directors possess the following:

Ambitious:

Assistant Centre Directors must be committed to developing their skills, leadership capabilities, and expanding their knowledge. Assistant Centre Directors are continuously looking for more ways to make themselves useful and valuable to the centre and the staff. Assistant Centre Directors must have a desire to achieve both personal and professional success.

Resourceful:

Assistant Centre Directors must be able to support all aspects of the centre including educational, administrative, sales, talent development, and parent relationship activities. Assistant Centre Directors must be able to learn quickly and problem solve effectively in various situations. Assistant Centre Directors must attain a firm understanding of how the centre operates, as well as, the Mathnasium method, in order to support the centre in achieving maximum efficiency.

Decisive:

Assistant Centre Director must be confident decision maker who takes ownership for their actions and outcomes. Assistant Centre Director must be able to overcome challenges faced on the instructional floor by instructors and students, as well as, challenges with parents and customers. Assistant Centre Directors must be able to prioritize tasks effectively in order to be successful supporting all aspects of the centre.

Encouraging:

Assistant Centre Directors must be positive educators who encourage students to achieve educational success. Assistant Centre Directors must be motivating leaders who encourage employees to be successful in their role. Assistant Centre Directors must be supportive and reliable teammates who encourage the Centre Director to achieve top performance.