



Building brains through early talk

Director of Growth Operations (Remote – U.S.)

LENA seeks a **Director of Growth Operations** to achieve LENA's growth goals in support of our strategic objectives and mission. In this role, you will manage and oversee the Regional Partnerships Directors' (RPD) Team, those charged with growing business in territories with a focus on increasing reach and earned revenue. The Director of Growth Operations is the direct supervisor of the RPDs, responsible for their coaching, mentoring, and performance. The Director of Growth Operations will work closely with the team to grow their markets through strategy, analysis and planning to create opportunities leading to defined earned revenue and reach goals.

Annually, you will achieve defined goals and benchmarks agreed to by you and your supervisor, including closing sales orders of a certain amount. The Director of Growth Operations will work closely with other members of the Growth team including our marketing, philanthropic partnerships, and sales support functions.

If an incredibly purposeful mission is what you're seeking, read on.

Company Summary:

LENA is a national nonprofit on a mission to transform children's futures through early talk technology and data-driven programs. Research shows that back-and-forth interaction between children and their adult caregivers in the earliest years is a key to long-term outcomes. We integrate our "talk pedometer" technology into innovative programs to support parents, caregivers, and teachers to accelerate children's language development, school readiness, and social-emotional health.

In this role, you will:

- Develop and implement strategies to drive earned revenue growth, leveraging daily data analysis to create actionable tasks for direct reports.
- Collaborate with direct reports on desired outcomes and measurements of such tasks
- Lead, mentor, and manage the RPD team, ensuring adherence to KPIs, strategies and fostering an environment of continuous improvement and commitment to company goals.
- Provide constructive feedback while inspiring and maintaining alignment with the company's mission and vision.
- Improve effectiveness and efficiency, resulting in increased revenue.
- Oversee revenue growth focusing on increased earned revenue, multiyear contracts, statewide scaling and increased partner saturation.
- Expand LENA's integration into existing funding streams by pursuing new opportunities, cultivating relationships with key decision makers, including exploring partnership opportunities with organizations with a national purview
- Drive sales and reach as the Regional Partnerships Director Team supervisor while also serving as a mentor and adviser to other Growth team members.
- Train and retain a diverse team, provide leadership.
- Perform other duties as assigned.

You could be a good match for this role if you are:

- **Mission-driven.** It matters to you that your work makes a positive and durable impact on the world, and LENA's mission speaks to you. You are culturally competent and have empathy with communities and contexts we serve (e.g., underserved populations, bilingual and/or multicultural environments, child-care settings).
- **Thoughtfully entrepreneurial.** You have sharp business acumen with a knack for turning daunting sales goals into reality. You're an entrepreneurial risk taker but do so deliberately, defining the hypotheses you're testing and then capturing and activating the resultant learning. You understand the value of balancing the long game in relationship cultivation with timely persuasiveness to move things forward now. You combine a personal humility and sense of curiosity with fierce resolve to collectively achieve audacious goals.
- **A consistently great communicator.** You are clear in your thinking and convey it with skill whether verbally or in written form. You listen to understand rather than to respond. You can read the room and possess the confidence to speak effectively with a range of audiences. You take the time to make the complex sound simpler. You are known for timely and consistent follow-up.
- **Reflective and growth oriented.** You look back on your wins and challenges to find the opportunities to grow and improve. You view feedback as a gift, seeking and incorporating feedback from your colleagues and partners to increase your personal impact in your role, as well as LENA's impact in the field.
- **Committed to equity and access to opportunity for all children.** You understand the headwinds children, families, and caregivers face, particularly in under-resourced communities, and are dedicated to ensuring that all children have the tools to fulfill their potential from the earliest age.

Qualifications:

- 3+ years of direct managerial experience leading a team of 4 people or more.
- 10+ years of professional experience, including sales, growth strategy, development, ideally in early childhood.
- Possesses excellent leadership skills with a strong commitment to mentor and lead team to reach defined results.
- Actively seeks, applies, and shares feedback.
- Demonstrates excellent analytical, organizational, written and oral communications skills.
- Understands the needs of the organization and team, using to help achieve earned revenue and reach goals.
- Ability to navigate difficult conversations.
- Has direct experience launching/scaling new programs at a state or national level.
- Functions well in a high-paced environment and thrives under pressure while meeting deadlines.
- Has excellent computer skills including CRM systems (preferably Hubspot).
- Personal qualities of integrity, credibility, cultural competence, and commitment to LENA's mission.
- A bachelor's degree is preferred.

Compensation:

LENA's team is passionate, fun, and collaborative. To learn more, visit [our website](#). We have an excellent benefits package (including medical, dental, vision, disability, life insurance, PTO, 14 holidays, and a 401k with match). This role's expected salary range is \$120,000-140,000, with compensation based on experience. This position is eligible to receive commissions commensurate with others in a similar role.

To apply, please submit a cover letter with salary/compensation requirements and resume as a single pdf document to HR@lena.org. We love cover letters --- we really do read them. Channel LENA's "persevere to simple" value to tell us in a way that is authentically yours why this role is the best next chapter for both you and us!

Location and Travel:

- This is a remote position requiring prolonged periods of being stationary at a desk and working on a computer (95 – 100% of daily work time).
- Frequent travel is required, involving traversing typical transportation venues such as automobiles and airports.
- Working frequently at close visual range (i.e., computer screen work including extensive reading). Engaging in repetitive movements with wrists, hands, and fingers – typing or writing.
- Ability to lift 25 pounds of weight.
- Live, online receiving and responding to verbal and visual communication is required. The person in this position frequently communicates externally with partners, and internally within the organization using web-based audio -video tools.

LENA is an equal opportunity employer. All employment is decided based on qualifications and business needs. We are committed to building a team that represents a variety of backgrounds, identities, perspectives, and skills.