

Job Title: Program Operations Manager

Location: Belmont, MA (On-site)

Mission: building and maintaining structured operational systems within a growing STEM education program. The Program Operations Manager ensures that daily operations run independently, reliably, and without founder intervention, transforming experience-driven processes into standardized systems.

This role is responsible for Employment Type: Full-Time (Academic-Year Position)

Full-Time Base Salary: \$60,000–\$65,000

This is a 42-week academic-year position (40 hours per week).

Performance Bonus: Up to \$10,000 annually based on KPI achievement and operational stability. Includes legally required insurance and benefits in accordance with Massachusetts law.

Growth opportunity: High performers may grow into expanded leadership responsibilities, increased compensation, and potential long-term partnership opportunities as the organization scales.

About Us

We are an established STEM education organization based in Belmont, MA, growing at approximately 20% annually over the past decade. We currently serve 150 students each year through rigorous, hands-on, project-based learning programs.

In 2025, our students won the World Champion title at the Destination Imagination (DI) Global Finals — a reflection of the discipline, depth, and innovation embedded in our educational approach.

Our mission is to cultivate the next generation of innovators for the AI era — individuals who understand not only science and technology, but also product thinking and creative design, and who can transform ideas into meaningful, real-world solutions.

As we continue to grow, we are building a system-driven operational structure to support long-term, sustainable development.

Who We Are Looking For

We are seeking a systems-oriented operator who combines structured thinking with strong day-to-day execution capability.

We are inviting someone who:

- Has a passion for education
 - Highly reliable, grounded, and responsible
 - Detail-oriented and patient with day-to-day repetitive execution
 - Strong in process thinking and system design
 - Can help the organization build and run systems and workflows, rather than relying on personal experience
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Role Summary

This is an on-site operations role, responsible for establishing and maintaining structured operational systems.

You will independently design, document, and manage workflows to ensure that daily operations run smoothly, consistently, and without reliance on informal knowledge or individual memory.

The goal of this role is to transition the organization from experience-based practices to standardized, system-driven operations.

Core Responsibilities

1. System Design & Workflow Structure

- Design and document operational workflows
 - Organize files, materials, tools, and documentation
 - Build clear systems, so staff know where things are and what to do
 - Ensure the organization runs on structure rather than experience
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2. Daily Operational Execution

- Ensure office systems are organized and functioning smoothly
- Prepare before and after class materials and tools

- Organize and reset materials after class
 - Insert class pictures into student portfolio slides
 - Manage staff attendance tracking and coordination
 - Assist the founder with daily operational work
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3. Parent Communication

- Coordinate makeup classes and reminders
 - Arrange scheduling and material pickup
 - Ensure on-time class notices
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4. Seasonal Events Logistics & Execution

Support the Founder in coordinating and executing major seasonal events. This role focuses on logistics management, operational follow-through, and hands-on execution to ensure key projects are implemented smoothly and on schedule.

This is an execution role that translates planning into action. The projects include:

Q1: DI & Science Competitions (Jan–April)

- Manage DI / Science competition registration, payment confirmation, and logistics coordination
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Q2: Events & Global Logistics (Apr–Jun)

- Coordinate Business Fair preparation and execution
 - Coordinate Science Fair preparation and execution
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Q3: Summer Camp Operations (Jul–Aug)

- Manage DI China Summer Camp registration and activity logistics
- Manage the on-site execution of Summer Camp in Belmont Center (optional)

Q4: Enrollment & New Semester Planning (Sep–Dec)

- Prepare all physical and digital materials for the new semester
 - Set up class groups and ensure group notices on time
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What Success Looks Like

- Materials and files are clearly organized
- Staff know what to do without repeated instruction
- Daily operations run reliably
- Founder intervention is significantly reduced

Qualifications & Technical Requirements

- Bachelor's degree required
 - Bilingual in English and Chinese preferred. Great written communication skills, with the ability to draft clear documentation and external communications in English
 - Proficient in Google Workspace and Microsoft Office (Sheets, Docs, PowerPoint)
 - Demonstrated ability to create, document, and maintain structured operational processes
 - Comfortable learning and leveraging AI tools to improve efficiency, organization, and workflow design
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Compensation & Benefits

Full-Time Base Salary: \$60,000–\$65,000

Performance Bonus: Up to \$10,000 annually based on KPI achievement and operational stability. Bonus eligibility begins after successful completion of the 90-day trial period.

Benefits (Full-Time Employees)

In accordance with Massachusetts and federal law, full-time employees receive:

- Earned Sick Leave (up to 40 hours per year, accrued per MA law)
 - Massachusetts Paid Family & Medical Leave (PFML) participation
 - Workers' Compensation coverage
 - Unemployment Insurance coverage
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90-Day Trial Period

Performance will be evaluated during a structured 90-day trial period.

The trial period evaluates:

- System-building capability
- Daily execution reliability
- Independent operational ownership

This trial period includes two formal evaluation checkpoints:

Gate 1 – Midpoint Review (Day 45)

Purpose: Early validation of system-building progress and execution capability.

By Day 45, the Operations Systems Lead must demonstrate:

- Initial operational system structure in place
- Clear documentation of material, scheduling, and administrative processes
- Draft SOPs and checklists for core recurring workflows
- Active hands-on execution and ensure daily execution reliability
- Measurable decrease in repetitive clarification or supervision needs

Failure to demonstrate material system progress at Gate 1 may result in early termination of employment.

Gate 2 – Final Trial Evaluation (Day 90)

Purpose: Validation that systems are functional, usable, and independent of personal memory.

By Day 90, the Operations Systems Lead must demonstrate:

- Core workflows are fully documented
- Materials and file systems are clearly structured
- Written instructions enabling independent execution, so other teachers are able to find the materials physically or digitally independently, using documentation
- Operations continue reliably and independently without founder intervention

Successful completion of the 90-day trial requires proof that operations are system-driven rather than experience-driven. Successful completion of the trial period is required to transition into confirmed full-time status and activate bonus eligibility.

Growth Opportunity

This role offers meaningful long-term growth. High performers may have the opportunity to grow into a long-term leadership role and potentially become a partner, based on their performance and contributions.

If you are a structured, self-driven, reliable hands-on executor, welcome to join us!

Together, we aim to nurture students who understand not only science and technology, but also product thinking and creative design —individuals who can transform ideas into meaningful solutions.

Let us build an educational model that responds to the demands of our time: a stable, steadily growing, and truly promising platform dedicated to developing future-ready creative talent.

Salary Ranges: \$56,000 to \$58,000 per year for EEC Qualified Candidates. This role is 50% in classrooms and 50% supporting whole school operations with the Director. This is a great role for an educator looking to learn operations to move into a full-time leadership position!

Benefits: Enjoy up to 75% off your child's tuition, health benefits from day one, generous paid time off, free 24/7 virtual doctor access, a 401(k) with discretionary employer yearly contribution, career growth opportunities, and more!

As the Lead Teacher Administrator of our South End School, you will partner with the Director to create a thriving, healthy learning environment for our children and staff. Through strong communication skills—both written and verbal—you will inspire teamwork, leadership, and transparency across the school and within our broader network.

Our Hiring Process

If you're a match for the role, we'll reach out to schedule a phone interview. Strong candidates will be invited for an in-person interview at the school. You'll hear from us within 48 hours of your interview.

This location operates year-round, Monday–Friday, 7:30AM – 5:30PM

Operating hours are subject to change.

We Offer:

- Up to 75% discount on your child's tuition, including tax-friendly tuition reduction options.
- Generous time off, in addition to paid time off between Christmas & New Years Day, and additional federal holiday closures.
- Comprehensive health benefits package, including health, dental, & vision all effective from start date. Additional benefit selections, including pet insurance, are also available.
- Free subscription to First Stop Health for 24/7 access to virtual doctors.
- 401(k) plan with eligibility for up to a 4% discretionary employer contribution each year (Must be 21+ to enroll. Eligibility starts after 60 days of employment).
- Pay increase opportunities related to job performance, updates in certification credentials, and degree completion.
- Opportunities for career advancement and ongoing coaching, including a dedicated Child Conference.
- Employee referral program available.

At Little Sprouts, our mission is driven by four key pillars:

- **People First** – Prioritizing the growth and experience of our team.
 - **Pedagogy for Tomorrow** – Fostering innovative, child-focused teaching approaches.
 - **Planet at the Core** – Promoting sustainability and nature-based learning.
 - **Positive Growth** – Supporting children, families, and educators in every step forward.
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- Your daily responsibilities will include supporting the school's operations, educational programs, and overall culture, ensuring daily success.