



JOB DESCRIPTION: Director, District & Franchise Solutions

DEPARTMENT:	Business Development	REPORTS TO:	Sr Dir, Bus Dev & Solutions
JOB CLASS:	Director	PAY GRADE:	22
EXEMPT STATUS:	Exempt	DATE:	10/15/2015

Our Mission is to deliver a high quality, technology-based education that provides the skills and knowledge students need for success.

POSITION GENERAL SUMMARY:

The Director, District & Franchise Solutions oversees the successful development, implementation, execution, and continuous improvement of processes related to customer service, support, and daily business operations of Franchises, Global School, and Global Services. The Director, District & Franchise Solutions develops and implements strategy related to FLVS sales operations and district relations strategies to ensure the FLVS' business objectives and student obligations are satisfied. The Director, District & Franchise Solutions directs all department business operations, sales operations, CRM management, and new business management. The Director, District & Franchise Solutions oversees all financial and budget processes, contractual obligations, and develops and executes the company's strategic vision. As a member of the leadership team, the Director, District & Franchise Solutions is instrumental in setting strategy related to the department's overall planning, development, and evaluation processes.

ESSENTIAL POSITION FUNCTIONS:

- Define, communicate, and execute the vision and organizational strategy
- Provide effective leadership and oversight to Global School, Global Services, Florida Franchises, and Florida Districts
- Direct the implementation and management of new program offerings and options to meet business and customer needs
- Develop an annual budget to be approved, working within the limits of the approved department budget
- Oversee and adhere to department budget and manage all department initiated contracts and agreements
- Deliver engaging, informative, and well organized presentations
- Schedule and balance team activities to meet deadlines for deliverables and meetings
- Keep leadership informed of changes related to virtual program trends across the country ; and resolve and or escalate issues in a timely fashion
- Oversee customer contract management and maintenance
- Direct, and oversee the implementation of programs designed to expand the number of franchise partnerships
- Direct, and oversee the implementation of programs designed to increase enrollments to meet revenue goals and related school goals
- Collaborate with the SR Director Business Development & Solutions, to development an overarching strategic vision and growth plans for Business Development

- Develop department-based policy and procedure, adjusting procedures to best fit organizational and customer needs and partnering with other departments as needed
- Set strategy for department reaching revenue profit and customer service goals
- Establish and maintain department metrics and work aggressively to ensure department meetings or exceeds approved goals and objectives
- Ensure client satisfaction with FLVS products and services, as measured through worldwide client feedback surveys
- Maintain organizational culture within Florida Services and the franchise through maintaining a close business relationship
- Collaborate across teams to ensure FLVS policy, expectations, and standards are communicated and maintained across brands
- Ensure that FLVS products and services are properly represented by Franchise and Global stakeholders
- Lead and manage assigned direct reports; evaluate the FLVS Global department structure for continual improvement in efficiency and effectiveness of the group, as well as ensuring team members have access to professional and personal growth within the organization
- Ensure that FLVS departments work in concert to provide FLVS customer support to franchise, Global, and district partners
- Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrate respect for others
- All work responsibilities are subject to having performance goals and/or targets established

(These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related duties as required.)

MINIMUM REQUIREMENTS:

Education/Licensure/Certification:

- Bachelor's degree in business or related field
- Master's degree in business, sales, or marketing, preferred

Experience:

- Seven years of account management or field operations experience in the education industry
- Five years working directly with school districts in a liaison capacity
- Five years' directly supervising or leading teams

Knowledge, abilities and skills:

- Ability to work with and through people to establish goals, objectives, and action plans
- Knowledge of design and implementation of goal-driven marketing and public relations efforts
- Ability to apply customer relations skills to the needs and concerns of individual users, district-leadership and educational partners
- Knowledge of the education marketplace and public education sector
- Knowledge of marketing and sales strategies applicable to a variety of audiences
- Proven ability in facilitating group processes in consensus building, conflict resolution, planning and decision-making
- Demonstrated ability to meet quantitative and qualitative objectives

- Excellent verbal and written communication skills
- Exceptional project management skills
- Ability to function in a team-centric and collaborative atmosphere
- Ability to prioritize, delegate and meet aggressive deadlines in a fast-paced environment

CORE COMPETENCIES FOR SUCCESS:

<p>COMMUNICATION SKILLS</p> <p><i>Clearly and effectively conveys and/or presents information verbally; Shares ideas and perspectives and encourages others to do the same; Writes in a clear, concise, organized and convincing way for the target audience; the message has a distinct beginning, middle and end and is error-free; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress and/or problems</i></p>	<p>INTERPERSONAL SKILLS</p> <p><i>Relates well with others; treats others with respect; Shares views in a tactful, considerate way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others in various situations or settings; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers; Effectively handles challenging or tension-filled situations</i></p>
<p>CUSTOMER FOCUS</p> <p><i>Prioritizes customers (internal and external) and their needs as primary; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer feedback into delivery of service to provide the best experience possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer</i></p>	<p>FUNCTIONAL EXPERTISE</p> <p><i>Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise; Approaches problems resourcefully and creatively; actively pursues information related to problems; effectively generates solutions in a timely manner; Embraces and utilizes new technologies; Produces high quality work in organized and timely fashion; Manages time and priorities effectively</i></p>

DIRECTOR COMPETENCIES FOR SUCCESS:

<p>LEARNING ON THE FLY</p> <p><i>Learns quickly when facing new problems; Is a voracious learner; Analyzes both successes and failures for clues to improvement; Experiments and will try anything to find solutions; Seeks out the challenge of unfamiliar tasks; Quickly grasps the essence and the underlying structure of most anything</i></p>	<p>PRESENTATION SKILLS</p> <p><i>Is effective in a variety of formal presentation settings: one-on-one, small and large groups, with peers, direct reports, and bosses; Is effective both inside and outside the organization, on both cool data and hot and controversial topics; Commands attention and can manage group process during the presentation; Can change tactics midstream when something isn't working</i></p>
<p>PRIORITY SETTING</p> <p><i>Spends his/her time and the time of others on what's important; Quickly zeros in on the critical few and puts the trivial many aside; Can quickly sense what will help or hinder accomplishing a goal; Eliminates roadblocks; Creates focus</i></p>	<p>BUSINESS & FINANCIAL ACUMEN</p> <p><i>Knowledgeable in current and possible future policies, practices, trends, technology, and information affecting his/her business and organization; Knows the competition; Understands and communicates the goals, objectives, competencies, and metrics associated with business success; Understands and applies knowledge of key organizational business drivers; Keeps abreast of the overall performance of the organization and adjusts allocation of finances based on progress against goals; Sets priorities by aligning organizational finances with strategic goals; Fosters an environment that encourages fiscal responsibility</i></p>
<p>COMPOSURE</p> <p><i>Is cool under pressure; Does not become defensive or irritated when times are tough; Can be counted on to hold things together during tough times; Handles stress well; Is not</i></p>	<p>DEALING WITH AMBIGUITY</p> <p><i>Effectively copes with change; Can shift gears comfortably; Can decide and act without having the total picture; Isn't upset when things are up in the air; Doesn't have to finish</i></p>

<i>knocked off balance by the unexpected; Doesn't show frustration when resisted or blocked; Is a settling influence in a crisis; Consistently behaves in a professional manner</i>	<i>things before moving on; Can comfortably handle risk and uncertainty</i>
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PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:

- Location: Remote and/or Orlando VLC (if remote, must reside in Florida)
- Frequency of travel: Occasional travel is required for meetings, trainings and conferences; location may vary and may require overnight stays
- Light physical activities and efforts required working in an office environment

(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)

FLVS does not discriminate in admission or access to, or treatment or employment in its programs and activities on the basis of race, color, religion, age, sex, national origin, marital status, disability, genetic information or any other reason prohibited by law.