OPEN ARCHITECTS

Job Description

Client Success Operations Associate

Open Architects is looking for a highly organized, detail-oriented Client Success Operations Associate to help keep client work moving smoothly across our teams.

This is an early-career role for someone who loves organization, follows through reliably, communicates clearly, and enjoys turning a lot of moving pieces into an orderly process. You do not need to come in as an expert in education, data, or analytics. We are looking for someone who can learn our systems and products quickly and become an exceptional coordinator of client work.

Open Architects (OA) supports school districts, municipalities, and education non-profits by providing a robust data analytics platform that gives leaders the information they need to make informed decisions. OA's system seamlessly collects, combines, analyzes, and displays data from disparate data sources to provide insights to school leaders. Staffed by former practitioners, OA creates analytical tools and provides insights that we wish we had when we worked in districts and municipalities.

Now in our ninth year of operation, OA provides an open, collaborative team environment, where diverse perspectives and backgrounds are valued. We are driven by a deep sense of service to our clients and the students they serve, and eagerly get into the trenches to help solve our clients' problems. We are also a learning organization that embraces the messiness of the work and has fun along the way. We take our work seriously but not ourselves.

ROLE & RESPONSIBILITIES

The Client Success Operations Associate will sit within our Client Success function and work closely with Client Success, Analytics, and Product Operations. You will help manage the systems behind client support, trainings, follow-up client requests, and other cross-functional work. We work remotely and maintain a strong team culture through weekly meetings, quarterly reviews, and an annual in-person retreat.

A major part of the role is making sure that when a client asks OA for something, the request gets to the right person, is appropriately tracked, and reaches a clear resolution.

Manage Client Support and Requests

You will serve as the operational clearinghouse for OA's client support channels.

You will:

- Monitor incoming client questions and requests and make sure clients receive timely responses.
- Triage requests and determine whether they should be handled by Client Success, Analytics, Product Operations, or another team.

- Answer straightforward questions yourself as you build familiarity with OA's products and processes.
- Assign technical questions to the appropriate technical expert and track them through resolution.
- Recognize when a simple support question has become a larger request or project and make sure it moves into the appropriate workflow.
- Maintain visibility into outstanding client requests and follow up internally when something is stalled.
- Make sure the loop is ultimately closed with the client.

Coordinate Client Work

Many client needs require contributions from several different people. You will help provide the operational structure that keeps this work moving.

This may include:

- Creating and maintaining tasks for client requests, dashboard changes, special projects, and other deliverables.
- Coordinating handoffs between Client Success, Analytics, and Product Operations.
- Scheduling client meetings, technical scoping conversations, trainings, and other activities.
- Tracking deadlines, dependencies, decisions, and next steps.
- Following up with team members on outstanding work.
- Maintaining clear documentation so everyone understands the status of a request.
- Helping coordinate change orders and other custom client work from initial request through delivery.

You will not be expected to determine the technical solution yourself. Our Analytics team provides that expertise. Your job is to make sure the right experts are involved at the right time and that the work they define continues moving toward completion.

Support Onboarding, Training, and Client Success

You will provide operational support to our Client Success team across the client lifecycle.

This includes:

- Helping maintain post-onboarding plans, timelines, and task tracking for new clients including change order requests.
- Coordinating trainings and other client meetings.
- Preparing materials and making sure internal teams are ready for upcoming client activities.
- Tracking follow-up items that emerge from client meetings.
- Maintaining accurate information about client projects, requests, and activities in our internal systems.
- Providing additional coordination and administrative support to the Client Success team as needed.

As you develop greater familiarity with OA and our products, there may also be opportunities to take on straightforward client communications, trainings, and other client-facing responsibilities.

Improve How We Work

Because this is a new function at OA, you will also help us build better systems for managing client work.

You may help create and improve:

- Support workflows and triage processes.
- Project and task-tracking systems.
- Templates and checklists.
- Internal documentation.
- Handoff processes between teams.
- Reporting on outstanding client work and support requests.
- Processes for identifying recurring client questions or common sources of confusion.

We want someone who will not only follow a process but will notice when a process could work better and take steps to improve it.

WHAT SUCCESS LOOKS LIKE

A successful Client Success Operations Associate becomes someone the team can rely on to know what is happening and make sure the next step happens.

Clients receive prompt responses. Requests are meticulously tracked. Meetings result in clearly documented next steps. Client Success has visibility into what is happening across its accounts. Product Operations receives clear, appropriately scoped work.

WHO WE'RE LOOKING FOR

This is an early-career position. We would consider candidates with 1-3 years of professional experience.

You may be a great fit if you:

- Are exceptionally organized and attentive to detail.
- Have strong follow-through and take satisfaction in getting things all the way to completion.
- Can keep track of many small projects and requests at the same time.
- Communicate clearly and professionally in writing and conversation.
- Are comfortable politely following up with people when something needs to get done.
- Learn new software and systems quickly.
- Are comfortable working with spreadsheets, project-management systems, and other digital tools.
- Can distinguish between something you can handle independently and something that needs to

be escalated.
- Enjoy creating order from ambiguity.
- Are curious and interested in understanding how things work.
- Are comfortable working across teams rather than staying within a single functional area.
- Are eager to learn about OA's products, data, and the K–12 education landscape.

You do not need to be a data analyst, software engineer, or technical product expert. You will work closely with colleagues who provide that expertise.

EXPERIENCE

We are open to a range of backgrounds. Relevant experience could include internships, campus leadership, project coordination, customer support, customer success, operations, consulting, education, technology, or other roles that required strong organization and communication.

A bachelor's degree or equivalent experience is required. Approximately 1-3 years of professional experience is appropriate for this role.

HIRING PROCESS

1. Applications screened for qualified candidates
2. First-round interview with District Support Partner
3. Second-round hiring exercise with the co-founders
4. Final interview with members of the Client Services and Analytics team
5. Offer extended!

TO APPLY

If you are interested in applying, please send a cover letter and resume to careers@openarchitectsk12.com.