Operations Summer Intern, Job Description

About Composer

Composer is the first digital platform to offer educators a comprehensive collection of resources for citizenship education. Composer was founded in 2018 as a collaborative initiative between High Resolves, Facing History and Ourselves, iCivics, Generation Citizen, and Peace First for teaching citizenship through civics, social justice, social and emotional learning, and global competence. Composer features 1,000 learning experiences from dozens of the world’s leading content providers. The platform is grounded in learning science to support educators with curriculum planning. In Fall 2019, 455 users from 113 schools across North America and Australia participated in a private beta of the platform. Since launching in April 2020, Composer is publicly available as a free tool for educators. This initiative is supported by the Chan Zuckerberg Initiative and Imaginable Futures, a venture of the Omidyar Group.

About High Resolves

Composer is an educational technology start-up incubated within High Resolves. At High Resolves, we specialise in the design and delivery of citizenship and leadership learning experiences for students. Inspired by our vision: *a generation of young people resolving to make a positive difference in the world*, we have developed award-winning citizenship curriculum that is backed by learning science and 15 years’ experience in the field. High Resolves is a leading-edge social enterprise, founded in Australia, which has now expanded into the United States, Canada and China, with new partnerships also forming in Brazil, Armenia and India. We’re currently reaching about 10% of Australian high school students, but we’re growing rapidly, with plans to reach 50% of Australian high school students in the next four years.

About the Team

Our team is one of a kind. We have a growth mindset and we live by our 10 character traits: Passionate, Committed, Purpose-led, Curious, Bold, Pioneering, Rigorous, Relentless, Sincere and Adaptable. We are a local team in a global organisation, bringing a range of experience from teaching to law, social work to financial services, sales to communications – each of us has taken our own path to our current role, but we share a common belief in the vision and mission of High Resolves.

The Role

As the Operations Associate, you’ll build and manage operational systems that will enable Composer to scale to thousands of schools around the world. You will provide project management and operational assistance across all functional areas of Composer, with a focus on content management, customer support, and marketing campaigns but contributing to the entire team working more efficiently and effectively together. This role reports to the CEO of Composer.

What You’ll Do
**Project & Data Management:** Support project and data management across the team using Asana, Salesforce, Dropbox, Drive, and more.

**Customer Success:** Support Composer users by responding to support inquiries, troubleshooting issues, documenting feedback, and escalating issues.

**Content QA:** Ensure that all content uploaded to the Composer is accurate and consistent.

**Content Management:** Maintain the cross-team editorial calendar and manage the content creation workflow.

**Marketing:** Support digital communications across website, blog, email marketing & social media.

**Events:** Lead the logistics planning and coordination for events, including stakeholder convenings, conference participation, launch events, and more.

**Data Analytics:** Assist with data analysis and reporting that helps inform marketing strategy, product design, and customer success initiatives.

### What We’re Looking For

- Ability to manage multiple projects and priorities.
- An uncanny ability to organize, systematize and generally make things more efficient.
- Detail-orientation.
- Willingness to learn new things.
- Interest in professional growth in the social impact or education technology sector.
- Interest in customer support is a plus.
- Interest in gaining familiarity with digital tools such as Asana and MailChimp, and Salesforce is a plus.
- Positive, ‘can-do’ attitude and strong interpersonal skills.
- Willing to travel domestically and internationally occasionally (up to 20%).

### Who Will Love This Role

You’re excited by the opportunity to join a growing purpose-driven ecosystem of changemakers in education, and impacting the experiences youth have in classrooms around the globe. You’re excited to contribute and learn in a start-up environment. You would be joining an organisation that embraces flexible work arrangements and is dedicated to each team member’s professional and career development.

### How to Apply for This Position

We are an equal opportunity employer founded on the principles of inclusive leadership. To apply for this position, please submit your CV and a brief cover letter telling us what attracts you to the role and what specific skills and experience you have that will make you the ideal candidate for the role. Applications should be emailed to ali@composereducation.org with the subject line “Operations Summer Intern, Composer.” Please note that the planned start date for this role is June 1, 2020 (start date negotiable.) Depending on your availability, this internship can range from 10-30 hours per week. The position is unpaid.

[www.composereducation.org](http://www.composereducation.org)