



## Head of Parent Experience (New York, NY)

**Desired Start Date:** January 2020

### About Vivvi:

Vivvi is the first company focused on providing employer-sponsored, on and near site child care for companies of all sizes, including full-time and back-up care. By working with employers, Vivvi provides a world class program to parents and employers at a fraction of the cost with no long term commitments or capital expenditures, while honoring the potential of its people to unlock the power of the whole organization.

Vivvi's inquiry-based child care and preschool programs inspire a lifelong love of learning for children ages 6 weeks to 5 years old. Its programs are designed for today's families with robust parent engagement, seamless work-life integration and a standard 7 AM to 7 PM. schedule that runs 250 days a year. All corporate employees receive free child care at Vivvi for their children.

### The Opportunity:

Vivvi's leadership is seeking to hire a Head of Parent Experience to lead the development of a robust parent experience platform that touch all aspects of family interaction with the school and our community. S/he will report to the CEO and COO and will create an identity and offering that can scale to as many as 200 sites over the next decade.

### Responsibilities

- Establishes programming for parent/family knowledge and experience series
- Working with school based teams to ensure Vivvi is center of family and parent experience
- Oversees physical experience of Vivvi space and works with operations teams to ensure it is welcoming for families and is effectively communicating quality and impact of program
- Works with Head of Learning when appropriate to curate events and knowledge for parents that is in line of Vivvi's vision and pedagogical approach
- Develop new programs to streamline parent experience and generate additional revenue and/or leadgen streams
- Manages parent intranet and sets up structure, channels, and opportunities for engagement
- Works with Head of Marketing to streamline communications and collateral
- Collect and leverage feedback from parents to iteratively improve processes and offerings with school design team

### Qualifications

- 7+ years of experience in a space design, hospitality, event planning, and/or marketing environment
- Demonstrated ability to set standards of excellence
- Ability to leverage data to drive decision making
- Experience managing diverse stakeholders to buy into vision with excitement
- Can work in a collaborative environment
- Maintains a positive experience while managing expectations of parents and relevant internal stakeholders

### To Apply:

Send a resume and cover letter to [careers@vivvi.co](mailto:careers@vivvi.co)