



**Job Title:** Director of Product Operations

**Job Location:** Remote (U.S.-based) position with required travel to Boston 4 times annually

**Type:** Full-time

**Level:** Senior

**Hiring Manager:** Joe Dillard, Head of Programs & Product

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### **About TLC:**

Founded by Harvard Business School Professor Frances Frei, best-selling author Anne Morriss, and technology executive Cara Shortsleeve, The Leadership Consortium (TLC) is a premier provider of leadership development and executive coaching. Since 2018, TLC has helped senior leaders unlock their full potential and lead with greater impact. Along the way, we've forged strong enterprise partnerships with 80+ companies (including Google, Walmart, L'Oreal, the NBA, and dozens more) in 50+ countries, and have been recognized for innovative high-impact work by Inc., the Stevie Awards, and BostInno.

We're based in Greater Boston and fully embrace flexible, remote work. For team members outside Boston, travel is required quarterly for in-person team meetings; additional travel may be required from time to time pending business needs. We offer competitive pay and benefits—including health coverage, retirement support, generous time off, and the flexibility to do your best work from wherever you are.

### **About the Role:**

Our flagship TLC Leaders Program combines leadership development, world-class coaching, and a powerful peer community to deliver transformational impact. We are hiring a **Director of Product Operations** to lead the operational delivery of this experience, ensuring that our curriculum, coaching, and community all function with exceptional quality, consistency, and care.

This **senior, hands-on leadership role** is central to our product delivery. You'll serve as the operational right hand to the Head of Programs & Product, translating strategic vision into scalable systems, streamlined execution, and seamless delivery. You'll orchestrate teams, tools, and timelines to power a high-touch, human-centered experience, while continuously improving how we operate.

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### **What You'll Do:**

#### **1. Operationalize Product Strategy**

- a.** Serve as the lead operational partner to the Head of Programs & Product, transforming strategic goals into executable plans, processes, and delivery systems.

- b. Build and refine playbooks, toolkits, and operating frameworks that drive scalable excellence across program cycles.
- c. Leverage TLC's data and feedback mechanisms to identify friction points, close performance gaps, and elevate quality across all delivery areas.
- d. Provide ad hoc operational support based on business needs (e.g., partner with the Head of Programs & Product to support coaching operations).

## **2. TLC Leaders Program Operations**

- a. Oversee end-to-end operations of all program cycles, ensuring smooth coordination, timely execution, and a premium experience for participants, coaches, faculty, and internal teams.
- b. Design and evolve systems and workflows to support the delivery of all core program components: Classes, Coaching, and Community.
- c. Promote alignment and visibility across program stakeholders by consistently leveraging operational tools such as project calendars, templates, and shared documentation.
- d. Bring a hands-on mindset. This role requires not only strategic thinking but also comfort with execution, problem-solving, and making things work in real time.

## **3. Bring Class, Curriculum, and Community to Life**

### **a. Class & Curriculum**

- i. Support faculty across the full lifecycle—from onboarding and scheduling to session prep, facilitation, and follow-up—while refining systems to meet evolving needs.
- ii. Review and quality-check all class materials, including tear sheets, case prep, and participant-facing content; create new assets as needed.
- iii. Use survey data and qualitative feedback to inform continuous improvements to curriculum content, including new topics, cases, and faculty in collaboration with the Head of Programs and Product.
- iv. Attend all live classes to ensure seamless execution and an exceptional in-class experience; serve as the product-side emcee. Note that some classes, particularly those for APAC-based participants, take place outside standard U.S. business hours.

### **b. Community**

- i. Collaborate with the Head of Programs & Product to continuously improve community-based learning experiences using data and participant feedback.
  - ii. Source and coordinate compelling guest speakers, and oversee the production of TLC's Fireside Chat / Ask the Expert series.
  - iii. Partner on the design and delivery of alumni engagement initiatives that extend the TLC experience beyond the formal program.
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### Who You Are:

- At least 8–10 years of experience in program operations, product operations, or service delivery—preferably within leadership development, adult learning, coaching, or a high-growth, mission-driven environment.
- Demonstrated ability to lead complex, cross-functional programs without formal authority in matrixed environments, ensuring high-touch, high-quality delivery.
- Experience building and scaling operational systems that drive quality and efficiency.
- Passionate about equity, inclusion, and lifelong learning.
- Bachelor's degree required, preferably in Business, Operations, Organizational Psychology, Education, or a related field.
- Advanced degree (e.g., MBA, M.Ed., or related Master's) preferred but not required.

### Skills & Strengths

- **Systems builder** – You excel at designing processes, structures, and tools that enable repeatable excellence.
- **Collaborative leader** – You bring others with you, organizing through influence and clarity rather than control.
- **Operational thinker** – You instinctively spot friction and optimize for flow, quality, and simplicity.
- **Clear communicator** – You drive alignment and action through clear, empathetic communication, and you're confident facilitating/presenting live during program events.
- **Digitally fluent** – Comfortable with tools like G Suite, Zoom, and other remote collaboration platforms.
- **Hands-on operator** – You thrive in small teams, moving seamlessly between high-level strategy and day-to-day execution.

### Nice to Have

- Familiarity with learning management systems, coaching platforms, or CRM integrations.
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### How to Apply

If you're interested in this opportunity, please email [careers@tlcleaders.com](mailto:careers@tlcleaders.com) with the following:

- A link to your LinkedIn profile
- Your resume
- A brief cover letter sharing why this opportunity excites you and how it fits into your career journey

We look forward to hearing from you!