



GROWING FUTURE INNOVATORS, CREATORS, AND MAKERS FOR THE 21ST CENTURY
STEM NOLA
SCIENCE • TECHNOLOGY • ENGINEERING • MATH

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Job Position: Business Client Manager

Position Type: Full-time, Exempt; Benefits eligible

Reports to: Chief Administrative Officer (CAO)

Location: New Orleans, LA

Compensation: \$58,000 - \$65,000

Why Join Us? STEM NOLA is a national leader in designing and delivering hands-on, high-impact STEM education experiences for K–12 students, families, and entire communities. Our work spans STEM Labs, STEM Saturdays, in-school programs, camps, and workforce development initiatives that strengthen STEM identity and expand exposure for thousands of learners.

Summary/Objective: STEM NOLA is a national leader in designing and delivering high-impact STEM education experiences for K–12 students, families, and communities. Through hands-on STEM Labs, community-based STEM Saturday events, in-school programming, summer camps, and workforce development pathways, STEM NOLA provides learners with immersive, experiential opportunities that strengthen STEM identity, build confidence, and expand exposure to STEM careers.

The Business Client Manager serves as the organizational lead for partner satisfaction, contract oversight, and delivery of client-funded STEM programming. This role ensures that school districts, municipalities, corporate sponsors, and community organizations receive high-quality experiences aligned with STEM NOLA’s instructional design, safety standards, and operational model. Working across internal teams, this position oversees the full lifecycle of client engagements from scoping and contracting to planning, execution, reporting, and renewal.

Essential Functions & Responsibilities:

Client Relationship Management

- Serve as the primary point of contact for assigned partners, including school systems, philanthropic foundations, and corporate sponsors.
- Maintain a structured communication cadence, ensuring partners receive timely updates, deliverables, reporting, and post-event evaluations.
- Support long-term partner retention by understanding organizational goals, funding priorities, and program impact needs.
- Ensure clients understand STEM NOLA’s program model, safety/operational requirements, and success metrics.

Program & Project Oversight

- Manage the planning and execution of client-funded STEM programming (STEM Saturdays, STEM Labs, camps, custom activations) ensuring deliverables align with partner expectations and STEM NOLA’s instructional standards.
- Develop and maintain project plans, schedules, and risk mitigation strategies for all assigned contracts.
- Track attendance, deliverables, and impact data for reporting purposes.

Contract & Partnership Management

- Support the development and execution of contracts, scopes of work, and MOUs in collaboration with leadership.
- Ensure compliance with contractual deliverables, budget allocations, program quantity/quality metrics, and reporting deadlines.
- Maintain accurate documentation of partner requirements and amendments.
- Assist in preparing proposals for funders and partners.



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Internal Collaboration & Continuous Improvement

- Act as the liaison between partners and internal teams to ensure program quality and expectations are met.
- Participate in internal planning meetings to communicate client priorities, event requirements, and timelines.
- Provide post-event feedback to internal teams.

Education, Experience & Qualifications

- Bachelor's degree in a relevant field. Master's degree preferred.
- 3–5 years of experience in client management, partnership stewardship, or project coordination/administration.
- Experience working in education, youth development, STEM fields, or nonprofit environments strongly preferred.
- Demonstrated ability to manage complex projects with multiple stakeholders.
- Strong communication and interpersonal skills.
- Proficiency with project management platforms preferred.
- Ability to work in a fast-paced, mission-driven environment and adapt quickly to operational needs.

Work Environment & Demands:

- Physical requirements include the ability to lift up to 25 pounds occasionally.
- May involve standing or walking for extended periods while some tasks may require bending, stooping, or reaching.
- Regular use of standard office equipment such as computers, phones, and various digital devices.
- Capacity to perform repetitive tasks; read, analyze, and interpret data; maintain visual attention and mental concentration for significant periods of time.

Work Authorization: Must be currently authorized to work in the United States for any employer.

Disclaimer: Reasonable accommodation may be made to enable individuals with disabilities to perform these essential functions. Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice. This job description shall not constitute or be construed as a promise of employment or as a contract between STEM NOLA and any of its employees.

STEM NOLA provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, gender identity and/or expression, national origin, age, or disability.

To Apply: Please submit your resume to hr@stemnola.com. Applications will be reviewed on a rolling basis until the position is filled.