



JOB TITLE: Program Manager, Student Success Center	FLSA STATUS: Exempt, Salary, Full-Time* <i>*Position is grant funded</i>
LOCATION: Columbus, Ohio	

The Ohio Association of Community Colleges (OACC) is seeking a highly motivated and experienced professional to join the organization as Program Manager, Student Success Center. The Center serves as a statewide hub for efforts to increase student persistence and accelerate degree completion at Ohio’s community colleges. The Program Manager for the OACC’s Student Success Center reports to the Executive Director and is responsible for the implementation and continuous improvement of grant programs including Ohio’s first statewide AmeriCorps initiative focused on postsecondary student success and completion.

Responsibilities:

The Program Manager is expected to be an active member of the OACC team and work collaboratively with other staff members. Responsibilities include, but are not limited to, the following:

- Provide support to Ohio Student Success Center initiatives and grant programs.
- Develop, create, and complete reports, surveys, and documents for the Center.
- Assist with planning and hosting Student Success Center related meetings, conferences, events, etc.
- Conduct outreach to community colleges and other entities interested in Center initiatives through meetings, conferences, networking and presentations.
- Coordinate grant submission processes and identify funding streams to sustain initiatives long-term.
- Manage the AmeriCorps College Completion Coaches initiative.

Member Development and Support:

- Develop, implement and oversee an annual recruitment process that currently attracts over 300 candidates for over 30 AmeriCorps College Completion Coach positions.
- Provide technical assistance and management support to AmeriCorps College Completion Coaches, including assessment, training, and administration of payroll and healthcare.
- Plan and implement annual calendar of in-person and webinar training opportunities.
- Plan and implement orientation and member training to build community and service ethic and provide professional development opportunities.
- Troubleshoot and creatively solve any issues that arise during AmeriCorps coaches’ service.
- Train all relevant staff on AmeriCorps program and regulations.

Grant Management:

- Monitor and improve program design which includes recruitment and training components.
- Conduct host site visits as needed to ensure federal AmeriCorps compliance.
- Develop and regularly update tools, documents, and processes to help sites remain in compliance.
- Maintain relationship with ServeOhio and communicate on a regular basis regarding program updates, issues, successes, etc.; respond to requests in timely manner; attend required trainings and meetings including Program Director meetings.
- Provide fiscal management for the AmeriCorps federal grant and private matching funds.
- Oversee and monitor reporting of Coaches and site supervisors, including submission of timesheets.
- Coordinate and submit required programmatic and financial reporting to AmeriCorps.
- Maintain compliance with all AmeriCorps systems and regulations.

Partnership Support:

- Act as liaison between all parties to operate the program: funders, partners, college sites, OACC staff, supervisors, and AmeriCorps Coaches.
- Regularly communicate with and support local supervisors implementing the program through training and technical assistance; plan and implement monthly webinars/conference calls.
- Develop Advisory Committee and coordinate logistics for meetings and regular communications.
- Develop partnerships with local AmeriCorps programs and organizations nationwide.

Required Education and Experience:

- Bachelor's degree required, master's degree preferred; degree in education, business, human services, public administration, non-profit management or related field strongly preferred.
- 3-5 years of work experience in higher education, non-profit organization, or government required; prior AmeriCorps experience preferred. Graduate education may be substituted for 1 year of experience.
- Supervisory experience required with at least one year in a role managing or leading others.

Desired Knowledge, Skills and Abilities:

- Understanding of and commitment to the mission of community colleges and the OACC.
- Strong connection to the values of service, social justice, empathy, and inclusivity.
- Knowledge of community college student success and completion issues.
- Excellent verbal, written, and web-based communication skills, including creating original correspondence and giving presentations to large groups.
- Experience working with community college administrators, faculty, staff, and students preferred.
- Proven leadership, strategy, management and organizational skills in a fast-paced organization.
- Demonstrated track record of setting and achieving goals.
- Ability to frame complex problems, develop and evaluate options, and implement solutions.
- Strong contributor in a team environment with ability to handle multiple assignments and meet deadlines.
- Knowledge of private foundation and federal grants management requirements (e.g., AmeriCorps).
- Ability to review, interpret and manage data.
- Self-motivated and able to work independently.
- Versatility, flexibility and willingness to work within constantly changing priorities with enthusiasm.
- Attentive to detail and follow through to prevent inaccuracies or oversights that could damage the credibility of the organization.
- Experience maintaining sensitive and confidential files and documents properly.
- Excellent computer skills including online databases, Microsoft Word, Excel, and Power Point.

Conditions of Employment: This is a full-time, grant-funded position in a traditional office environment. Physical ability to operate normal office equipment including copier, fax, telephone; extensive use of computer/repetitive motion activities; ability to communicate verbally; ability to see with or without accommodation; extended periods of sitting/standing in order to perform essential functions of the position. Work hours may require meeting with individuals at member colleges, implementing special events, making presentations, etc. Must be available to work designated office hours as well as occasional evenings and/or weekends to assist in the successful planning and execution of OACC events. This requires an ability to drive to offsite locations and transport materials (up to 25 lbs.) to and from vehicle. Valid in-state driver's license required. Periodic in-state and out-of-state travel may include airline travel and overnight stay.

Compensation and Benefits: Minimum salary of \$50,000 annually with placement above the minimum considered based on education and experience. Excellent benefits including health insurance, vacation, paid holidays, retirement, flexible spending account and more.

Application Process: Submit a cover letter, resume, and at least three professional references to info@ohiocc.org with "Program Manager Student Success Center" in the subject line. Incomplete applications will not be considered. **Application review will begin May 15 and continue until position is filled.**

The Ohio Association of Community College is an equal access and equal opportunity employer. We have a strong commitment to the principle of diversity and, in that spirit, seek a broad spectrum of candidates including women, minorities, people with disabilities and people over 40. Under-represented groups are encouraged to apply. If your disability requires special accommodations to participate in the application/interview process, contact the OACC at 614-221-6222.