College Success Program Manager

ABOUT THE ORGANIZATION
Let's Get Ready (LGR) is an innovative, growing nonprofit that provides students from low-income circumstances with free SAT preparation, admissions counseling, and other support services needed to gain admission to and graduate from college. Founded in 1998, Let's Get Ready has reached more than 33,000 students with the support of 11,000 committed and highly trained college coaches. Working in partnership with schools and community-based organizations from throughout the northeastern United States in diverse communities ranging from Maine to Pennsylvania, New York, and Massachusetts, LGR serves more than 13,000 high school and college students annually. LGR operates with a staff of 18 out of its headquarters in NYC and a regional office in Boston.

Our programs harness the passion, dedication, and drive of near-peer mentors with strategic guidance by a seasoned professional staff who supervise all of our programs. Let’s Get Ready’s mentors are young adults who are either currently enrolled in college or recent college graduates. As such, they understand on a deeply personal level the academic demands, social concerns, and other outside factors that become roadblocks for students on their path to earning a college degree. Through these meaningful connections with their mentors, students not only have access to information about preparing for and navigating the college entrance process, they also gain the self-efficacy skills and a sense of belonging that will ultimately make them successful in earning a college degree.

Let’s Get Ready’s program happens in three distinct phases:

**College Access** offers high school juniors an in-person, on-site course that is designed to prepare students for taking the SAT exam and to provide them with an overview of the college admissions and financial aid process. **College Transition** addresses the needs of high school seniors throughout the application process and prepares students for entering college life. Students are enrolled in the College Transition program for support throughout their senior year and during the vulnerable period between college acceptance and attendance, when students with fewer resources and less knowledge about college life may fail to matriculate. **College Success** ensures that students complete their education within six years of entering college by providing them with critical resources, tools, and support systems needed to adapt to college life and succeed year-over-year.

LGR students are extraordinarily successful; of those who increased their SAT scores, the average increase is 96 points; and 86% of Let’s Get Ready College Access participants enroll in college after high school, compared to 54% of their peers nationally and, of the first cohort that have received LGR’s full program, 52% have graduated college in four years, which is well-above the six-year rate of 21% for students coming from a low-income background or who are first-generation-to-college.

ABOUT THE POSITION
The Success Program manager will report to the Managing Director, Mid-Atlantic Region. Success Program Managers play a critical role in the success of our students by hiring, training and managing a cohort of paid, college student mentors called Success Coaches. Each Coach has a caseload of first and second year college students who they ensure meet a rigorous
engagement benchmark and make progress toward key college persistence milestones with the ultimate goal of college graduation. Program Managers practice outcomes-oriented remote management of these Coaches through weekly calls and by managing GSuite, Salesforce, and Signal Vine, among other systems. With a sharp focus on quality and depth of student engagement, Success Program Managers are the primary drivers of Let’s Get Ready’s College Success Program.

Specific responsibilities include, but are not limited to:

- **Success Coach Management: (70%)**
  
  Trained college upperclassmen, known as Success Coaches, support a caseload of first and second year college students and support them through their college persistence goals, connect them with resources and support systems, and provide positive reinforcement through remote supports such as text messages and phone coaching sessions under the leadership and guidance of Let’s Get Ready. The focus of Let’s Get Ready’s research based design is to enable students to successfully navigate college and graduate successfully. The Success Program Manager will supervise approximately 12 Success Coaches. Management includes:
  
  o Recruit, hire, train, and support Success Coaches
  o Track and drive student engagement and progress towards organizational benchmarks
  o Oversee and perform administrative and logistical support functions, including data management and analysis

- **Student Recruitment and Support: (20%)**
  
  o Support annual recruitment efforts for the Virtual Success Program
  o Regularly monitor student progress through Coach workbooks and Regional Dashboards and ensure all students are appropriately escalated for further intervention by Coaches
  o Guide the development and execution of Coach-led interventions when students are flagged with a persistence challenge
  o Occasionally provide phone based supports for students at key persistence moments including mid-year and end-of-year

- **Continuous Program Improvement: (5%)**
  
  o Assist in the development and refinement of new programmatic interventions to ensure all students persist in college including but not limited to student engagement and intervention strategies, and Coach management strategies
  o Collaborate with LGR’s Transition program team to ensure a strong student pipeline across all programs

- **Other Projects & Responsibilities (5%)**
  
  o Plan and support workshops or other activities as needed for volunteer-engagement or other mission related events
  o Other assignments, as needed
Program Manager roles are full-time; occasional evening and weekend work is required.

CANDIDATE REQUIREMENTS
The ideal candidate will possess the following qualifications:
- A genuine passion for and commitment to LGR’s mission
- 2+ years of related work experience
- Experience developing trusting relationships with and/or managing college students
- Demonstrates a solutions-oriented approach and an enthusiastic response to challenges
- Comfort working within an evolving program model
- Proven project and/or people management skills
- Belief that a diverse and inclusive environment will produce the most impact for LGR’s students; an ability to build respectful, productive relationships with team members and communities of diverse backgrounds and viewpoints
- Bachelor’s degree required

LOCATION:
Preference for candidates based in LGR’s geographic footprint, particularly New York City, Boston, Philadelphia or various cities in Connecticut and New Jersey.

HOW TO APPLY
Email resume and cover letter to careers@letsgetready.org, noting “Success Program Manager” in the subject line. Please include your pronouns and tell us how you learned about this role.

Let’s Get Ready is an equal opportunity employer and welcomes candidates from diverse backgrounds to apply. We especially encourage applicants from candidates who represent the communities we serve.