



POSITION: Program Manager

ABOUT THE ORGANIZATION:

Let's Get Ready (LGR) envisions a future when students from all socioeconomic backgrounds have the support they need to attain a college education. Through an innovative program model that stands apart from other college access and success programs, LGR serves more than 13,000 students annually from Philadelphia to Maine, and engages more than 150 college students as paid near-peer coaches, most of whom are former participants in the program. There is no nomination process or academic requirements for participation in Let's Get Ready programs. Any student who expresses interest is eligible for services, with students from low-income backgrounds or who are first-generation-to-college given priority. Overall, 89% of LGR students are students of color, 80% are eligible for free or reduced price lunch, and 71% are the first in their family to attend college. All components of the organization's programs are designed with this population and the requisite cultural competence in mind.

To learn more about LGR's program model and impact, please see our latest [Impact Report](#).

Let's Get Ready has been in operation for nearly 25 years; the organization has an annual budget of \$3 million and a staff of 18, who work remotely but have access to office spaces in New York City and Boston. Traditionally we have served students in our Northeast footprint - from Pennsylvania to Maine - but with the recent pivot toward a fully virtual program model we now serve students in 22 states across the country. We have just launched a Strategic Plan outlining a roadmap for growth and impact, including significant increases in students served and growing the team of full-time staff to 29. We aim to serve 25,000 students annually by 2025, which will almost double the number of students served on an annual basis. These increases will include students in our existing hubs: Greater Boston, New York City, and Philadelphia, as well as significant growth in students from rural communities, and other geographies across the country. We are simultaneously focused on increasing the revenue, visibility and focus on values necessary to support this future growth.

For more information, visit www.letsgetready.org

ABOUT THE POSITION:

The Program Manager ensures that the nearly 10,000 students served by our lighter-touch, two-way texting program (Core) have the high quality support and resources they need as they navigate the complicated college process. The number of students in this program is expected to nearly double over the next few years. The Program Manager leads the development of our text curriculum, tailoring it to meet the needs of specific groups of students at various stages of their college journey, and manages a team of 3-5, part-time, college student coaches who respond to student text messages, providing personalized support and directing students to the right resources. The Program Manager is joining the LGR team at an exciting and critical

moment in the evolution of the LGR Core program, and we are seeking a Program Manager who can juggle the daily operations of managing the Core program as well as help codify the systems and processes the program will need moving forward.

Specific responsibilities include, but are not limited to:

Coach management and quality control

- Recruit, hire, train and support Core Coaches (3-5 coaches)
- Collaborate with Program Design team to update existing training resources to meet the skill development needs of coaches in the Core program
- Monitor message quality and provide ongoing feedback and quality assurance
- Provide ad-hoc escalated support for students who are identified as being “at risk”
- Codify processes for responding to escalated messages and document process

Curriculum development and management

- Develop and implement engaging core texting campaigns for all students in LGR’s Core program
- Codify process and calendar for soliciting messaging needs from program teams (e.g. recruitment messaging, events, message customization for partners) and integrating into curriculum campaigns
- Support recruitment of core students for regional & national events
- Oversee curriculum mapping process to ensure that all students are receiving the campaigns that best meet their needs
- Support integration of non-curricular campaigns such as student enrollment verification and student contact information updates
- Assist in the development and refinement of new targeted programmatic interventions to ensure that all students enroll and persist in college

Platform management

- Upload all curriculum campaigns to texting platform
- Serve as expert on our texting platform for LGR team, including providing first-line troubleshooting and escalating more challenging issues to the help team
- Act as a primary point of contact for the team at the texting platform
- Stay up-to-date with updates to the texting platform and communicate relevant improvements & changes to impacted LGR teams

Data management and tracking

- Monitor core student engagement data and ensure that we are meeting our goals for student engagement, program recruitment, retention and impact.
- Monitor campaign performance
- Monitor and drive core student survey completion

CANDIDATE REQUIREMENTS:

The ideal candidate will possess the following qualifications:

- A genuine passion for the mission of LGR and the work of supporting young people, including knowledge of the barriers faced by low-income, first generation bound students, particularly students of color.
- Alignment with [LGR's organizational values](#)
- Enjoys leveraging data and technology to support student success
- Effective communicator; ability to turn complex ideas/processes into clear action steps for students and to translate goal-orientated curriculum messaging into student/youth-facing language
- Relationship builder; positively engages with students and teammates
- Detail oriented; experienced at tracking multiple streams of work
- Familiarity with and proficiency in use of Google Mail/Docs, and Word, Excel, Powerpoint
- Exceptional attention to detail
- Ability to work independently and take initiative; persistence and excellent follow through
- Comfortable working on a dispersed team, remote from supervisor
- Some college-going experience required, Bachelor's degree preferred
- Belief that a diverse, equitable, and inclusive environment will produce the greatest impact for LGR's students; demonstrated ability to build respectful, productive relationships with team members and communities of diverse backgrounds and viewpoints

LOCATION:

Preference for New England or NYC region, but candidates outside LGR's geographic footprint will be considered; remote work for the time being due to the Covid-19 pandemic.

COMPENSATION AND BENEFITS:

\$45,000-\$55,000 with excellent benefits and a flexible working environment. Salary commensurate with experience.

QUALIFIED INDIVIDUALS, PLEASE APPLY:

Please send resume and cover letter to careers@letsgetready.org, noting "Program Manager (Core)" in the subject line. Please include your gender pronouns and tell us how you learned about this role.

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

