



Success Team Manager

Overview:

The primary responsibility of the Success Team Manager is to ensure the delivery of high-quality services within our College Success Program. The Success Team Manager manages 5 – 7 College Success Advisors and oversees their development, performance, satisfaction, and retention. The Success Team Manager also provides quality direct services to a reduced caseload of up to 30 students, and tracks and records student progress in database, using both quantitative and qualitative data.

Primary Responsibilities:

Program Management – 30-35%

- Ensure the delivery of high quality, consistent services within our College Success Program through observation, group & individual staff meetings, reports, and other feedback
- Meet regularly with regional Program Leadership and Program Director in order to set and assess programmatic goals
- Communicate, manage, and achieve team program Key Performance Indicators
 - Track team progress in campus relationship management, campus visit scheduling, student engagement (% active, days since contact) and student outcomes (goals achieved, services accomplished)
- Work with Success PD to create and manage campus visit calendars each semester
- Manage program resources to ensure that your team has what they need in order to do their job (materials, training, technology, supplies, appropriate time, coaching, and reasonable campus meeting space)
- Actively look for opportunities for curriculum, training, and other program improvement and bring ideas to PD
- Track budgets for scholarships and program expenses when appropriate
- As assigned by the PD, support the efforts of the transition program, bringing success-candidates from the Access Program to the point where they are ready to be supported on campus and engaged as a Bottom Line student
- As assigned by the PD, support the Success Direct recruitment efforts and intake meetings, and delegate to team members as appropriate
- As assigned by the PD, facilitate the confirmation process for Success Direct candidates
- Effectively create and manage project plans for assigned project(s), and ensure that assigned project(s) are delivered with the highest quality, on-time, and within budgetary requirements

Staff Management – 50%



Bottom Line

- Manage a team of 5-7 Advisors, each of whom is supporting a caseload of approximately 85 college students
- Meet regularly with team members one-on-one to assess progress toward individual performance goals and team program goals
- Maintain a supportive, inclusive, positive work environment within the team, including but not limited to leading weekly team meetings and supporting Advisors both on and off site
- Support the Success PD in hiring, onboarding, and training new College Success Advisors
- Coach staff through challenges, creating space for staff to explore growth opportunities
- Provide regular, consistent, honest feedback that gives staff an understanding of their performance and demonstration of behavioral competencies at the present and where/how they can grow
- Observe and coach staff interacting with students
- Pull and analyze data that reflects program Key Performance Indicators
- Deliver formal annual performance reviews, as well as informal goals check-ins
- Stay connected to the experience of the team, maintaining steady lines of communication, and address staff concerns and questions when they do arise
- Identify talented staff and work with regional Program Leadership to create development plans to retain and promote those employees
- Identify staff who are not a good fit for the role or the organization and work with regional Program Leadership to move them on from the role or organization
- Support students when their Advisors are out of the office or when Advisors have transitioned out of Bottom Line and before new staff has been trained
- Facilitate, track, and review the comprehensive assessment process biannually, with support from PD and National Program Team
- Problem solve and develop problem solving skills in Advisors while connecting students to resources and developing their resourcefulness
- Facilitate career connections for students and their Advisors
 - Coordinate with the Employer Relations Coordinators / Career Advisors
- Plan for, approve, and resolve situations as they relate to paid time off and leaves of absence
- Approve and submit monthly expense reports
- Approve bi-weekly time cards

Direct Student Support 10% (for Managers with a caseload)

- Follow Bottom Line's structured curriculum (DEAL), which supports students in four areas: Degree, Employability, Affordability, and Life Skills, to help students progress towards specific goals/milestones
 - Coach students toward reaching DEAL Milestones, including, but not limited to: "Enroll in fall classes," "Create a professional resume," "Complete financial aid applications"



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- Conduct and document end-of-semester assessments for each student (twice annually)
- Based on these assessments, create service plans for each student
- Maintain ongoing communication with all students on caseload
 - Lead 45-minute meetings for 10 - 15 students per week on campus
 - Meet with incoming first year students over the summer to ensure a smooth transition to their new campus
 - Send messages of encouragement, congratulatory cards, care packages, etc.
 - Respond to all student text/calls/emails within 2 business days
- Guide students through financial aid renewal process by appropriate deadlines
- Support students with career exploration, career planning, and career development
 - Research relevant career information and resources to send to students
 - Identify students for specific Bottom Line partner internships and opportunities, and support students through the application process for these opportunities
 - Connect students with Bottom Line job coaching volunteers (“Go Far Volunteers”)
- Help students resolve general obstacles that come up throughout the school year by coaching them on self-advocacy and resourcefulness skills, and communicating with school offices to advocate for students

Secondary Responsibilities:

External Relationships – 5-10%

- Develop and maintain positive, productive relationships with staff and leadership of Bottom Line’s target colleges and relevant community partners
 - Develop a relationship with the financial aid office at each target college, and additional connections as required to effectively support students on that campus
 - Prepare data reports for target colleges, and coordinate meetings to discuss student progress and themes from student experience on campus
- Inform PD of any barriers that exist on campuses that could have a negative impact on Advisors’ day-to-day student work
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Organizational Support – 5%

- Support other teams as required, based on resources and workloads as well as individual campus knowledge
- Support Development Team events and meetings when needed by nominating and recruiting students to attend or speak, facilitating a variety of pieces of the event, training staff on particular roles, managing transportation, etc.
- Represent the Bottom Line brand in a positive light, and take actions to increase brand awareness throughout the community

Duties, responsibilities and activities may change at any time with or without advanced notice.



Education, Experience & Qualifications:

Required:

- Bachelor's degree and work authorization
- 4+ years of related post-graduate work experience
- Excellent leadership, data analysis, problem solving, communication, organization, and time management skills
- A proven track-record of developing trusting relationships with college students, and successfully coaching them toward goals
- Successful completion of Salesforce "Uber User Certification"
- Successful completion of Bottom Line's "Facilitation Certification"
- Demonstrated commitment to Bottom Line's mission, vision, and core values
- Demonstrated growth in Bottom Line's seven core competencies: Relationships, Results, Communication, Inclusiveness, Talent Development, Agility, and Planning
- The ability to make a minimum of a two-year commitment

Preferred:

- Direct management experience
- Fluency in language other than English, especially Spanish, Haitian Creole/French and/or Chinese a plus

Competencies:

All employees are expected to demonstrate continued growth within our seven core competencies.

Competencies provide Bottom Line with a way to define, in behavioral terms, what it is that people need to do to produce the results that the organization desires, in a way that is in keeping with its culture. Bottom Line defines a competency as a cluster of related knowledge, skills and attitudes that affects a major part of one's job that correlates with performance on the job, that can be measured against well-accepted standards, and that can be improved via training and development.

- Relationships
 - Identifies opportunities and takes action to build and maintain meaningful and collaborative connections with various stakeholders
- Results
 - Produces quality outcomes; compiles and analyzes data to drive future plans; uses creative solutions
- Communication
 - Effectively articulates information in a clear, concise and timely manner to a wide range of stakeholders
- Inclusiveness
 - Creates and maintains an environment that respects and values the identities



Bottom Line

and cultures of all colleagues and students we serve

- Talent Development
 - Actively contributes to the hiring, development, retention, and promotion of a highly effective team
- Agility
 - Demonstrates adaptability and openness to shifting priorities, needs of stakeholders, and organizational changes
- Planning
 - Effectively and efficiently uses resources (people, time, materials, technology) in order to create, meet, and assess both strategic and task-oriented goals