

PROGRAM MANAGER – CAFÉCOLLEGE

JOB ANNOUNCEMENT

The San Antonio Education Partnership, a non-profit 501(C)(3) organization, seeks an experienced professional to serve as a Program Manager – cafécollege.

The Program Manager for cafécollege develops, manages, coordinates, and implements complex program activities and strategies in support of the college access and success efforts of the San Antonio Education Partnership (SAEP). Serves as lead in the daily programming at cafécollege to achieve program goals and objectives. Demonstrates SAEP core values of communication, integrity, excellence, respect, innovation, and teamwork. The Program Manager reports directly to the Program Director.

The San Antonio Education Partnership

Since 1989, the underrepresented and underserved students in San Antonio have been given the opportunity and confidence by the San Antonio Education Partnership to experience the dream and success of attending and graduating from college. The goal of SAEP is to close the college graduation gap for San Antonio by having its students graduate from high school, enroll in college, and earn a college degree and/or certificate.

Responsibilities

- Manages the cafécollege program in support of SAEP's mission and vision.
- Supervises a team of cafécollege advisors and Intake Specialist and provides coaching and mentorship to team members. Responsible for team performance and growth.
- Ensure the cafécollege team is compliant with SAEP internal policies and processes.
- Manages, coordinates, and supports projects and activities between various organizational components, colleges, universities, high school/school districts, public agencies and organizations, governmental entities, private sector representatives, and SAEP staff.
- Together with other Program Managers and Program Development Coordinator develops and presents college access and success training and professional development across all SAEP programs.
- Serves as lead on project coordination, developing plans and strategies, and timetables for programmed activities from initial development stages to actual implementation and management.
- Facilitates cafécollege team meetings; leads training for cafécollege advisors on FERPA, sharing of student-related data, data collection, data privacy/security policies, data entry, reporting, etc.
- Determines the most effective data collection methods, analyzes data, prepares and presents reports, and recommends programmatic modifications and/or develops new strategies based on data. Creates reports as needed for SAEP Leadership team and SAEP Board.
- Ensures data collection and reporting are accurate and up to date.
- Serves as the primary Point of Contact with the City of San Antonio's Department of Human Services and Department of Human Resources for contract reporting.
- Ensures program compliance with external funder requirements and deliverables.
- Assists in the review, interview, and hiring process of new cafécollege advisors and Intake Specialist applicants.
- Represents SAEP to outside organizations as needed; represents SAEP on college access or higher education councils/committees as needed.
- Maintains effective working relationships with staff, partners, and other program stakeholders.
- Serves as lead for all logistics of cafécollege events and projects; assigns advisors to events as needed.
- Coordinates multiple projects that will increase knowledge about college access and success for students and help students transition to and through post-secondary programs.
- Assists cafécollege advisors with guiding and advising SAEP clients and students on college admissions, financial aid processes, as well as college admissions applications, FAFSA/TASFA applications, verification, acceptance of financial aid awards, and identifying scholarship resources.

- Documents student participation in events, workshops, and advising sessions (data collection/entry).
- Partners closely with Executive Director and Program Director in the development and implementation of other related program and organizational activities.
- Works with a mindset of continual improvement.
- Performs related duties and fulfills responsibilities as required.

Qualifications

- Bachelor's Degree from an accredited college or university with preferable course work in the Social Sciences/Services, Education, Public Administration, or a related field. Master's Degree preferred.
- Five (5) years of progressively responsible professional full-time experience in Social Services, Education, Public Administration, College Access and Success, Higher Education, or a related field OR equivalent combination of education and experience.
- Bilingual in Spanish, Vietnamese, Arabic, Chinese, Korean, Tagalog, Gujrati, or Pashto preferred but not required.
- Knowledge of analytical methods, procedures, and practices.
- Knowledge of educational systems including structures, operations, and procedures.
- Knowledge of project planning and management procedures, practices, and techniques.
- Knowledge of budget preparation and organizational procedures and directives.
- Knowledge of information-gathering techniques, procedures, and practices.
- Skill in operating a personal computer and utilizing Microsoft software and database software.
- Ability to communicate clearly and effectively, both verbally and in writing.
- Ability to collect and analyze complex data.
- Ability to prepare and conduct effective presentations.
- Ability to coordinate project activities with diverse groups and individuals.
- Ability to understand and complete outreach needs and to develop and revise project design to best meet established priorities.
- Ability to provide an effective service according to project plan.
- Ability to exercise considerable individual judgment and initiative in conducting the necessary operations within the project.
- Ability to develop initiatives in an innovative manner for effective resolution.
- Ability to establish and maintain working relationships with employees, management, partners, and the general public.
- Excellent analytical skills and problem-solving capacity. Able to stay focused and organized.
- Ability to maintain a high level of confidentiality.
- Personal computer and network, various software packages, printer, fax machine, scanner and other office equipment as needed.

Working Conditions

- Cafécollege hours: Tuesday – Thursday 8 am - 7 pm; Friday and Saturday, 8 am - 5 pm. An 8-hour daily schedule will be determined based on program needs.
- This is an in-office position at 131 El Paso St., San Antonio, Texas 78204.
- This position may require some evening and weekend hours.

Physical requirements

- Subject to sitting, standing, and walking to perform the essential job functions.

Direct Reports

- Cafécollege advisors, Intake Specialist, and interns.

To Apply

Qualified candidates should forward a letter of interest, a resume, and three references to:

San Antonio Education Partnership
Attn: Nangie Lowrie, Operations/HR Manager
131 El Paso
San Antonio, TX 78204
nlowrie@saedpartnership.org

Salary range: \$60,000+ commensurate with experience + full-time benefits to include health, dental, vision, life, generous PTO and holiday pay, and 401K plan with match

The San Antonio Education Partnership is an Equal Employment Opportunity Employer