



## PROGRAM COORDINATOR JOB DESCRIPTION

**Location:** Chapel Hill, North Carolina

**Supervisor:** Senior Director of Programs

**Travel Requirements:** Limited

### ABOUT COLLEGE ADVISING CORPS

College Advising Corps (CAC) is an independent non-profit organization that works to increase the rates of college enrollment and completion among low-income, first-generation college and underrepresented high school students. We do this by placing well-trained, recent college graduates from our 25 partner universities as full-time college advisers in high schools across the nation. We believe that every student deserves the opportunity to enter and complete higher education and are committed to supporting students as they navigate the complex processes of college admissions, matriculation, and securing financial aid.

### POSITION SUMMARY

The Program Coordinator will play a critical role in supporting CAC's programmatic efforts by providing high-level administrative support to the Senior Director of Programs, assuming responsibility for programmatic recordkeeping, coordinating internal meetings, and responding to routine programmatic inquiries. This individual will also be responsible for the day-to-day oversight of GRACE (Getting Results and Creating Equity), CAC's innovative online student tracker tool. Advisers use GRACE to record student interactions, track progress toward Key Performance Indicators, and generate reports to synthesize data and inform their work in partner high schools. Program Directors and Regional Directors also use the tool to track advisers' and programs' progress and assess local, regional, and national trends. This unique opportunity is ideal for a detail-oriented person interested in strengthening their project management skills in an entry-level role.

### DUTIES AND RESPONSIBILITIES

**Programmatic Support:** Build and maintain a robust database of current advisers, adviser alumni, and program staff, eventually migrating this information into Salesforce, our CRM (customer relationship management) system. Oversee the creation and maintenance of all programmatic listservs. Coordinate internal meetings and webinars for CAC's program team and offer basic meeting support (including but not limited to drafting meeting materials, taking notes, and sending meeting-related communications). Respond to routine external inquiries related to CAC's programs. Participate in and/or oversee other projects as requested by the Senior Director of Programs.

**GRACE Training and Ongoing Support:** Collaborate with CAC's Director of Evaluation and Impact Measurement to prepare and lead annual virtual GRACE trainings for CAC programs nationwide. Offer ongoing support to all users, troubleshooting with individuals as issues arise. Communicate

updates and new features, providing supplemental training whenever necessary. Provide GRACE demos to partners, funders, and other prospective users.

**Database Management:** Activate new GRACE accounts for incoming advisers and program staff and close old accounts when individuals complete their service with CAC. Serve as primary contact with our third-party web host, Briteweb, to manage all GRACE updates and address software glitches and bugs. Support database integrity tasks, including cleaning up duplicate records and archiving data.

**Data Sharing:** Provide regular GRACE usage reports to the organization's program and evaluation teams. Field other routine data requests from members of CAC's evaluation team. Share recommendations to increase the accuracy and thoroughness of data collection by advisers.

**Oversight of New Features:** Moderate promising practice conversations among advisers on the GRACE Discussion Board. Review, categorize, and upload documents to the GRACE Resources Hub, with the goal of creating a space where advisers can share helpful tools with their peers. If/when a texting platform is integrated into GRACE, send automated text messages to students and parents and monitor their responsiveness.

## QUALIFICATIONS AND EXPERIENCE

The Program Coordinator will be a highly motivated self-starter with a bachelor's degree and 2-3 years of work experience. The ideal candidate for this position will possess the following qualities and attributes:

- Culture- and mission-driven – extremely passionate about CAC and increasing opportunity for all students;
- A can-do attitude and willingness to go the extra mile in service of our mission;
- An unwavering commitment to executing with excellence;
- Exceptional interpersonal skills and a commitment to representing CAC with enthusiasm, warmth, and professionalism;
- Outstanding written and oral communication skills;
- Excellent organizational, critical thinking, and problem solving skills;
- The ability to thrive in a fast-paced, do-it-yourself, start-up environment;
- The capacity to multitask and manage multiple projects and assignments, often with competing deadlines;
- Familiarity with various communications platforms including MailChimp (a mass emailing service) and join.me (an online meeting provider); and
- Advanced Microsoft Word, Excel, and PowerPoint skills – experience with modeling a plus.

## COMPENSATION AND BENEFITS

CAC offers a salary and benefits package competitive with other organizations of our size, which includes full health and dental coverage, a matching 401(k) plan, and four weeks of vacation plus sick leave and national holidays.

## HOW TO APPLY

Please email your resume and a cover letter to [HR@advisingcorps.org](mailto:HR@advisingcorps.org), noting "Program Coordinator" in the subject line. Cover letters can be addressed to Audree Hernandez, Senior Director of Programs. In your letter, please speak directly to your experience and interest in working with our organization. Applications without a cover letter will not be considered.

College Advising Corps is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, age, religion, sex, sexual orientation, gender identity/expression, national origin, disability, protected veteran status, or any other characteristic protected under federal, state or local law, where applicable. College Advising Corps is an E-Verify Employer.