



## PROGRAM ASSOCIATE JOB DESCRIPTION

**Location:** Chapel Hill, NC

**Supervisor:** Program Director, eAdvising

**Travel Requirements:** Occasional regional and national travel

### 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. CAC supports students nationwide through two innovative program models. The in-school model places well-trained, recent college graduates from our 25 partner universities as full-time college advisers in high schools across the nation. The virtual model leverages technology to connect well-trained, recent college graduates with students 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, financial aid, and enrollment.

### POSITION SUMMARY

CAC's Innovation team is seeking a full-time Program Associate to support our eAdvising initiative aimed to increase the number of high-achieving, low- and moderate-income students who apply to, matriculate, and graduate from our nation's most selective institutions. Thousands of high school students graduate from high school each year with strong grades, test scores, and academic motivation but simply do not apply to selective colleges and universities. Research shows that students from families in the bottom economic quartile comprise only three percent of enrollment in the most selective colleges, while those from the top economic quartile comprise 72 percent. To combat this phenomenon of "undermatching," the CAC Innovation team hires recent college graduates to serve as full-time eAdvisers. The eAdvisers provide personalized virtual college advising (using multiple technology interfaces) to help students identify, apply to, and enroll in a specific group of highly selective colleges and universities with graduation rates above 70 percent. The Program Associate will supervise up to 16 remote eAdvisers and evaluate effectiveness and impact of individual eAdvisers to ensure students enroll in highly selective institutions. This unique opportunity is ideal for a results-oriented manager, driven to achieve organizational goals and motivate young professionals in a fast-paced, start-up environment.

### DUTIES AND RESPONSIBILITIES

**eAdviser Supervision:** Manage up to 16 eAdvisers to meet program and team goals. Build and maintain strong working relationships with a diverse team of eAdvisers serving in three regional locations across the country. Conduct weekly one-on-one and group coaching sessions with eAdvisers. Collaborate with the Program Director to write and conduct eAdviser performance

evaluations and individual improvement plans. Implement our virtual program model with fidelity and contribute best practice sharing with team members and leadership.

**Data Management:** Evaluate the effectiveness and impact of individual eAdvisers through data review and analysis. Oversee ongoing data collection and analyze student outcomes using GRACE (Getting Results and Creating Equity), CAC's innovative online student tracker tool. Offer ongoing support to eAdvisers, troubleshooting with individuals as issues arise. Communicate updates and new features on GRACE, providing supplemental training whenever necessary.

**Administrative Support:** Collaborate with Human Resources to support eAdviser time and effort reporting. Assist with the planning and implementation of pre-and in-service trainings for eAdvisers. Provide administrative support to the Program Director and the Senior Director of Innovation as needed.

## QUALIFICATIONS AND EXPERIENCE

The Program Associate will be a highly motivated self-starter with a bachelor's degree and 4-6 years of work experience. The ideal candidate for this position will possess the following qualities and attributes:

- Culture- and mission-driven – passionate about CAC and increasing opportunity for high-achieving, low-to-moderate income students;
- A positive, solutions-oriented attitude and a willingness to go the extra mile in service of our mission;
- Outstanding interpersonal, written and oral communication skills, and a commitment to representing CAC with enthusiasm, warmth, and professionalism;
- The ability to motivate, inspire and influence recent college graduates;
- Highly motivated, organized, and independent, with a demonstrated commitment to achieving measurable results while working with a remote team;
- Strong cultural competency skills and experience working with high-achieving, first-generation college bound students and/or students from underserved backgrounds;
- Flexibility, curiosity, and enthusiasm for contributing to an evolving and innovative pilot initiative;
- The ability to thrive in a fast-paced, multi-faceted, and data-driven start-up environment;
- The capacity to manage multiple projects and assignments, often with competing deadlines;
- Proficiency and comfort with Microsoft Office (particularly Excel, Word, and PowerPoint); social media platforms; basic web technology; and Google tools (Hangouts, Google Voice, Drive, Forms, etc.), among others.

## 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, cover letter and three professional references to [HR@advisingcorps.org](mailto:HR@advisingcorps.org), noting "eAdvising Program Associate Job Opening" in the subject line. Cover letters can be addressed to Jennifer Tywater, Senior Director of Innovation. 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.