



Job Details

Job Title:	Student Services Program Manager
Position Type:	Full-time
Reports To:	Executive Director
Location:	Denver, CO

Job Description

Latin American Educational Foundation (LAEF) seeks a full-time Student Services Program Manager to lead LAEF's student support programs and support the overall goals of LAEF's comprehensive strategic objectives related to student success.

The successful candidate will lead, manage, coordinate, and execute LAEF's mission-related programs and services, including LAEF's pre-collegiate student support efforts, scholarship program and college student mentoring activities. This individual will develop and enhance LAEF's programs ensuring they meet our objectives by working directly with students, parents, counselors and other education and community organizations and representatives. The successful candidate will lead and participate in various student and higher education outreach efforts and well as other community activities throughout Colorado.

This individual serves as a valued team member to support LAEF's development and fundraising efforts, maintain student and donor records, volunteer activities and other activities as requested by LAEF.

Essential Job Functions

- **Manages the LAEF Scholarship Program**
 - Provides scholars with support, including guidance and advising, answers financial aid or scholarship questions as applicable; provides referrals to appropriate on-campus and community resources when necessary.
 - Performs periodic check-ins with scholars to monitor academic progress and address other factors that may impact student success.
 - Ensures scholars meet scholarship eligibility by collecting academic data.
 - Develops appropriate interventions for scholars not meeting scholarship standards.
 - Design, coordinate and execute the Summer Success Series and other relevant workshops as determined.

- **Scholarship Application Administration**
 - Oversees and manages the scholarship web-based software platform for scholar applicants.
 - Update and design scholarship application, process, procedures and applicant metrics.
 - Responsible for launching scholarship application annually in a timely manner.
 - Lead scholarship application review process by recruiting reviewers and assigning applications to review.
 - Lead selection of scholarship finalists.
 - Communicate with scholarship software customer service as applicable.
 - Generate and articulate reporting of applicant metrics and other data from scholarship application process.
 - Manages and supports other partner scholarship programs administered by LAEF.

- **Manages LAEF Pre-Collegiate Services and K-12 Outreach**
 - Creates and maintains database of high school and college professional contacts and associations.
 - Communicates with key professional contacts and associations to schedule informational sessions pertaining to LAEF, LAEF Scholarship Program, financial aid, and the college going process, including both virtual and in-person sessions.
 - Creates and updates age/grade specific PowerPoint or Prezi presentations on a variety of college access topics, including, but not limited to LAEF Scholarship Program, financial aid/paying for college, and the college going process.
 - Engages, interacts and builds relationships with students and families in a variety of school and other educational forums and sessions, in group and one-on-one opportunities.
 - Maintains relationships and memberships with applicable industry and professional associations.

- **Manages LAEF Mentoring Program**
 - Updates and reviews all mentoring specific documents, procedures, protocols, and objectives.
 - Leads and manages the recruitment of new mentors from the community.
 - Markets the Mentoring Program to students and potential new mentors.
 - Onboards new mentors.
 - Maintain mentor matching process.
Coordinates mentoring get-togethers, when applicable.

Job Requirements

Skills Required:

- Knowledge of the higher education system, including admissions and financial aid process, and the college going process in general.
- Experience and commitment to college student completion and success.
- Knowledge of student affairs and student development theory.
- Experience with planning and coordination of student programming and events.
- Proficient computer literacy skills particularly with Microsoft Office products, Google Suite, and CRM databases.
- Ability to develop and maintain stakeholder relationships.
- Experience presenting visual information in front of small and large groups.
- Ability to work independently with limited supervision and guidance.
- Demonstrated ability to work effectively with co-workers and volunteers one-on-one and in a group setting.
- Proactive, creative, and able to manage multiple deadlines and tasks.
- Demonstrates a strict attention to detail and quality.
- Excellent organizational, writing and communications skills are required.
- Bilingual (English and Spanish).

Education/Experience

- Bachelor's Degree
- 3-5 years of working experience in a higher education or college access setting, student affairs, college counseling and advising, educational policy or other similar disciplines.

Preferred Qualifications:

- Master's Degree in related field of study.

Work Environment and Physical Activities

- Hybrid office setting, including both virtual/remote and in-office.
- Some weekends and afterhours may be required.
- Some travel throughout Colorado and U.S., when permitted.
- Long hours in front of a computer screen.
- Some heavy lifting may be required.

Compensation and Benefits:

- Salary Range: \$50,000 - \$60,000
- Paid time off
- Health benefits, including medical and dental
- Retirement plan

To Apply:

Send cover letter and resume to Jim Chavez at jchavez@laef.org