



**Position: Manager of Post-Secondary Services
Job Description**

POSITION SUMMARY

The ideal candidate will be energetic, highly collaborative, organized, "willing to go the extra mile," and be deeply committed to empowering young people to achieve academic and personal success. The candidate should believe in Tenacity's "Pathway" model, and share responsibilities in ensuring students accomplish post-secondary success. The Manager will help further Tenacity's role in the Post-Secondary Success space.

The Manager of Post-Secondary Services (PSS) position offers a unique opportunity for a talented professional who can effectively provide assistance to Tenacity high school graduates, who represent a diverse population, in persisting and completing a post-secondary program. Reporting to the Chief of Pathway, the Manager of Post-Secondary Services will deliver continued mentoring and support to students as they continue along their best-fit paths. These students have completed the earlier stages of the Tenacity Pathway, the majority of whom are engaged in a Tenacity-approved post-secondary pursuit. Most are first-generation college students in need of support and assistance with navigating uncharted territory, seeking out and utilizing campus resources, and staying on top of financial aid and other deadlines. Our career path students benefit from support with identifying their desired career program, paying program tuition, and navigating program expectations and demands. Many of our PSS students also need social-emotional support as they deal with new interpersonal dynamics (peers, professors/instructors), challenging courses, and school/program-work-life balance. For those who have not yet identified next steps beyond high school, the Manager of Post-Secondary Services will assist in exploring and selecting a best-fit option. As in all of our Pathway programs, our objective is to holistically meet the needs of each student, promoting their journey along a positive path to post-secondary success and productive adult lives.

Duties of this position will include, but are not limited to:

Program Management and Oversight

- Provide supervision and direction of Post-Secondary Planning Program Coordinator
- Manage and provide strategic oversight of all post-secondary programming to ensure high quality services and successful outcomes
- Coordination of multiple projects including data reporting, PSS student workshops/events, student care packages, and student engagement enhancements
- Serve as project lead for specific initiatives identified by Chief of Pathway
- Manage calendar of services and events
- Determine and track college and career program persistence measures

- Manage and share information, resources, and opportunities that promote a successful completion of post-secondary education/programming
- Collect and maintain resources and information regarding career training and trade programs
- Maintain student engagement data utilizing Tenacity's student tracking system (Apricot) for internal data collection and impact reporting
- Assist in and support organization-wide initiatives and events, including staff training, hiring, and annual fundraiser
- Consistently provide the development and marketing teams with program highlights, student stories, and anecdotes for newsletters, company website, and social media
- With oversight from the Chief of Pathway and collaboration with other CCP/PSS staff, manage existing/develop new partnerships with Community Based Organizations and other resources related to post-secondary planning and persistence, including college/career program personnel

Student Engagement/Personal Support

- Advise and mentor Tenacity post-secondary students years 2-6 (up to the age of 26)
- Occasional travel to college campuses all over Massachusetts and beyond (majority within 75 miles of Boston)
- Persistent outreach, check-ins, and communication via in person, phone, Zoom, and social media
- Targeted student support focused on:
 - Successful navigation of post-secondary pursuits
 - FAFSA renewal, financial literacy, identifying pertinent school resources, time management, and remaining on track for graduation/program completion
 - Problem-solving academic and/or personal obstacles and crisis management
 - Self-advocacy and/or serving as students' advocate when necessary
 - Guide students through transfer process (as needed)
- For PSS students currently Not Enrolled in Post-Secondary Pursuits
 - Guide students in exploring options, determining next steps, and choosing a post-secondary pursuit
 - Help students with post-secondary enrollment process
- Collaborate with Post-Secondary Planning Program Coordinator to ensure a smooth transition from PSS year 1 to PSS year 2, including transition meetings and summer workshops.
- Collaborate with College and Career Program (CCP) staff on student monthly meetings, college tours, and accessing available resources including the Tenacity scholarship

Tenacity Scholarship Management

- Track all scholarship payout requests for all eligible PSS students and engage a scholarship review team
- Collect, review, and maintain all required scholarship documents
- Send payout requests via mail and/or make purchases for educational expenses via Tenacity Amex card
- Collaborate with CFO in distributing payments and providing end-of-the-year financial report and following school year projections

Alumni Club Management

- Envisioning, planning and executing alumni events and reunions
- Communication, outreach, and mobilization of all Tenacity alumni
- Creative use of teams, committees, and taskforces to encourage and significantly expand alumni involvement and participation
- Create and disseminate alumni newsletters and other materials
- Collaborate with current alums and alumni club board members on vision and future growth of the club

Qualifications

- Bachelor's Degree required
- Master's Degree in Social Work, Student Affairs, Higher Education Administration, or related field preferred
- A self-starter with the creativity and motivation to envision and execute youth service strategies
- Experience working effectively with a diverse range of urban young adults
- Higher education student support/advising or post-secondary planning/guidance counseling experience
- Ability to think critically and find solutions to complex and challenging situations
- Ability to develop impactful relationships with students while maintaining professional boundaries
- The drive to proactively reach to inspire and re-engage with students who have become in-active
- Ability to build and develop relationships with multiple constituencies, including but not limited to students, college/career program personnel, other Community Based Organizations
- Valid Massachusetts Driver's License required; Access to reliable vehicle strongly preferred.
- Willingness and ability to travel across Boston daily and work non-traditional hours, including some evenings/weekends
- Excitement about professional maturity to work as part of a highly collaborative team

- Excellent verbal and written communications skills
- Flexibility/ability to adapt to last minute changes and demands
- A balance of self-direction/initiative and humility/a desire to learn
- Ability to work well both independently and as part of a team
- Displays positivity and enthusiasm, active listening and good at giving feedback
- The ideal candidate needs to be ambitious, attentive, dependable, hard-working, innovative, motivated, organized, and supportive
- Computer/internet savvy, with proficiency in Microsoft applications (Word, Excel, PowerPoint)
- Preferred: Spanish, and/or Haitian Creole fluency (written/verbal)
- Rackets (e.g. tennis or paddle or pickleball etc.) and/or fitness experience is not required, but a plus
- Belief in Tenacity's mission and model

Job Types: Full-Time, Contract

Pay: \$65,000- \$75,000+ per year (commensurate with experience)

Benefits: Full slate of benefits including medical, dental, and vision in addition to an optional 403B.

Please email a cover letter and resume to: apply@tenacity.org

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