Working Title: Academic Support Center & Bridge Program Manager
Hays Hill Title/Level: Instructional Program Manager I
Position Reports To: Assistant Director, Educational Success Center/Director, Student Support Services
Appointment: Academic Staff, 100%, 10-month, renewable

Position Summary:
The Academic Support Center & Bridge Program Manager serves as a member of the Educational Success Center (ESC) staff. This position is primarily responsible for: supporting the TRIO Student Support Services (SSS) program; managing the Bridge program; managing the Academic Support Center (ASC); providing classroom instruction as needed; and assisting with the Supplemental Instruction (SI) program. This position requires occasional early morning, evening, and weekend hours.

Duties and Responsibilities:

Academic Support Center (ASC) & Supplemental Instruction (SI)
- Recruit, hire, train, and supervise ASC Tutors and SI Student Leaders.
- Organize tutorial lab instruction across content areas in partnership with the Math Specialist and other faculty and instructional staff.
- Assess student needs and secure specific tutors and services, as requested.
- Serve as primary contact for online tutoring services.
- Manage and maintain the ESC’s Tutor Certification program.
- Collaborate with faculty/staff while facilitating the implementation of the SI program.
- Evaluate student and faculty/staff needs in relation to the SI program and modify SI structure and offerings in response, as appropriate.

TRIO Student Support Services (SSS)
- Assist with the identification and selection process of the Student Support Services (SSS) participants.
- Assist with the SSS Orientation (Strategies for College Success) and SSS Mentor Program.
- Provide academic support and services to SSS participants and meet with participants on a regular basis, at least three times per semester or more, as needed.
- Assist SSS participants in developing personalized education plans.
- Advocate for students of diverse backgrounds.
- Provide SSS program participants with guidance in career exploration and decision-making, and refer participants to the university partners and resources, as needed.
- Assist SSS participants with understanding the full range of the federal financial aid programs, including FAFSA completion.
- Represent SSS, ESC, and educational lab activities at various campus activities and community events.

Bridge Program
- Coordinate program process, procedures, and services.
- Provide comprehensive educational advising, including personalized education plans to all Bridge program participants.
• Assist Bridge program participants in developing strategies for overcoming life challenges, referring students to appropriate campus resources, as needed.
• Coordinate with the Cultural and Educational Coordinator to match Bridge students with peer mentors.

Classroom Instruction
• Plan and teach up to three sections of IDS 095 (Collegiate Study Skills) each semester, as needed.
• Teach one section of TED 305 (Tutoring Practicum) each semester, as needed.

Perform other duties as assigned.

Knowledge, Skills and Abilities
• Commitment to serving the needs of nontraditional, first-generation, and low-income students.
• Knowledge and experience working with integrated student information systems, such as PeopleSoft.
• Excellent interpersonal oral and written communication skills.
• Proficiency with Microsoft Office (Word, Excel, PowerPoint, Outlook).
• Ability to effectively collaborate with campus partners: students, faculty, staff, and administrators.
• Ability to work in a multidisciplinary setting and to foster a creative, innovative, positive, fun learning and work environment.
• Ability to coordinate workshops on topics such as financial literacy, educational goals, and social and cultural events.
• Ability to plan and organize events.
• Ability to work evenings and weekends, as needed.
• Ability to function effectively in stressful and fast-paced work environments.
• Ability to work in a team-based environment with minimal supervision.

Minimum Qualifications:
• Bachelor’s degree from an accredited institution in education, counseling, psychology and/or related appropriate field.
• At least one year experience with running a tutoring center, program management, or other relevant work experience.
• At least one year of teaching experience in a college/university level, i.e. Collegiate Study Skills Courses.

Preferred Qualifications:
• Master’s degree from an accredited institution in education, counseling, psychology and/or related appropriate field.
• Two years of experience with low income, first generation, and non-traditional students in a college/university setting.
• Experience working with a federal TRIO program.
• Personal experience in overcoming educational barriers similar to those confronting program’s participants.