

Department	College Prep Institute
Job Title	<b>Manager of Services</b>
Reports to	Assistant Director of College Prep Institute

<b>Travel Required:</b> ✓ Local	<b>Type of position:</b> ✓ Full-time, Non-Exempt	<b>Hours:</b> ✓ 40
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**GENERAL POSITION DESCRIPTION**

As a member of the College Prep Institute (CPI) team, the Manager of Services will oversee all administrative functions of the CPI Lab and will ensure superior quality, clarity, and consistency of participant experiences. This position is responsible for managing all CPI Lab schedules, including the scheduling of guidance counseling and tutoring appointments. This role leads staff in the planning, execution and delivery of tutoring services and this role supervises all tutors. This position also maintains data related to CPI Services, and provides data to the Assistant Director and Lead Guidance Counselor, as requested. It is essential for the person in this role to take pride in representing CLD with professional voice, appearance and manner.

**ROLES & RESPONSIBILITIES**

- Provides general oversight in the CPI area and ensures that order and calm is maintained.
- Maintains visible adult presence, communicating with the Receptionist when out of the lab.
- Actively engages with staff, participants, parents, facilitators and volunteers when they enter the lab.
- Schedules and maintains student availability to open computers.
- Creates Counselor and Tutor schedule, maintaining awareness of staff schedules to better assist clients.
- Hires tutors via colleges, community partners and corporate connections.
- Supervises tutors and trains them on various databases used in the CPI Lab.
- Creates and maintains student files.
- Documents assessment scores and communicates those to the appropriate parties.
- Collects data and manages an ongoing data process system to record, track, analyze and report relevant data related to tutoring services, including participant information, outcomes and impact.
- Works with the Assistant Director to identify and report on metrics for the CPI lab that align with the logic model and organizational goals.
- Implements Tutoring strategy to meet participant goals and regularly reports progress to the Assistant Director of College Prep Institute.
- Manages adult volunteers who help in the Lab, to include connecting with HR Manager on Background Check, conducting training and periodic supervision, as well as tracking their service hours.
- Conducts phone calls in Spring, Summer, and Fall to high school principals and/or counselors to seek increased enrollment in CLD programs, initiatives and services, in collaboration with the Lead Guidance Counselor and Assistant Director.

- Maintains signage in the lab, ensuring all posted information is accurate and has been vetted with the Assistant Director of College Prep Institute.
- Sanitizes and dusts all computer monitors and desks daily. Maintains cleanliness and order in the lab and CPI administrative offices.
- Fills out Purchase Orders as needed for supplies or other CPI needs.
- Maintains knowledge of CLD Programs and events to inform visitors and callers.
- Creates a lab culture to reflect the Principles of Success, enforcing CLD rules and regulations.
- Supports CPI Director and Assistant Director in creating a positive work environment.
- Follows Standard Operating Procedures and duties as assigned by the Director and Assistant Director of College Prep Institute in Monday.com.
- Adheres to professional personal presentation following CLD dress code policy.
- Assists in scheduling and preparation for special events, such as CPI Open Houses.
- Complies with mandatory attendance at the following annual CLD events: Minority Achiever's Awards and Scholarship Gala, College Prep Conference and Indiana Black Expo, if the lab schedule allows.
- May perform specialized activities in direct support of the accomplishment of the program objectives and the CLD mission.

#### **WORK EXPERIENCE REQUIREMENT**

- Strong organizational and communication skills with excellent grammar.
- Minimum two years of Management experience preferred.
- Experience performing professional-level work requiring a wide range of administrative and managerial methods applied to complex problems.
- Working knowledge of database input and management.
- Functional skills with Windows 10, Microsoft Office and Monday.com Project Management Software.
- Functional skills with NWEA and Acuity Scheduling.
- Experience in both training and managing personnel.
- Experience working with youth of diverse backgrounds.
- Prior success at executing projects in a timely manner and in achieving results on schedule.

#### **ATTRIBUTES**

- Communicator. Excellent verbal and written communication skills.
- Self-starter. Takes the initiative to not only identify a problem but work to solve it.
- Team player. Works well independently, but recognizes value of working with teams.
- Flexible. Must be willing to learn quickly and respond to changing environment.
- Efficient. Able to multi-task, prioritize and manage multiple projects in a fast paced, customer-oriented environment while being detailed and highly organized.
- Passion. Must be excited about the mission, youth and communities we serve.
- Impeccable character.

#### **EDUCATION and/or CERTIFICATION REQUIREMENTS**

High School Diploma with 2+ years of Management experience.

- Bachelor's Degree preferred.
- CLD Self Discovery/Career Exploration Graduate preferred (CLD Alum).

#### **PHYSICAL REQUIREMENTS/DEMANDS**



# CENTER FOR LEADERSHIP DEVELOPMENT

Cultivating Character / Empowering Youth / Enriching Community

- Generally sedentary work, remaining in a stationary position for long periods of time. Events do require physical exertion, including lifting of boxes and tubs, moving chairs and tables, loading and unloading supplies.
- Must have reliable transportation.
- Requires the following hours:
- Must be willing to work some evenings and Saturdays.

## ***WORK ENVIRONMENT***

This position operates in a professional office environment. May require occasional overtime and holiday work. Does require weekend work. This role routinely uses standard office equipment such as computers, phones, printers, scanners, laminators and photocopiers.