



CENTER FOR LEADERSHIP DEVELOPMENT

Cultivating Character / Empowering Youth / Enriching Community

Department	College Prep Institute
Job Title	Manager of Services
Reports to	Assistant Director of College Prep Institute

Travel Required: ✓ Local	Type of position: ✓ Full-time, Non-Exempt	Hours: ✓ 40 hours Monday - Thursday 11-8pm Saturday 10-4pm
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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 as requested. ***The work schedule will be Monday-Thursday 11:00am-8:00pm, and Saturdays 10:00am-4:00pm***

ROLES & RESPONSIBILITIES

- Provides general oversight in the CPI area and ensures that order and productivity 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 schedules, 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.
- 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, including connecting with the HR Manager on Background Checks, 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 Assistant Director.

- Maintains signage in the lab, ensuring all posted information is accurate and has been vetted by 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.
- Prepares Purchase Orders as needed for supplies or other CPI needs.
- Maintains knowledge of CLD Programs and events to inform visitors and callers.
- Assists with front desk duties, as needed.
- 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.
- Adheres to professional personal presentation following CLD dress code policy.
- Assists in the preparation of 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.
- Performs specialized activities in direct support of the accomplishment of the program objectives and the CLD mission as needed.

WORK EXPERIENCE REQUIREMENT

- Strong organizational and communication skills with proficient 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 IXL and Acuity Scheduling.
- Experience in both training and managing personnel.
- Experience working with youth of diverse backgrounds.
- Prior success at executing projects promptly and achieving results on schedule.

ATTRIBUTES

- Communicator. Proficient verbal and written communication skills.
- Self-starter. Takes the initiative to not only identify a problem but work to solve it.
- Critical Thinker. Form reasonable judgments; provide evidence, reasons, or rationale for decisions.
- Team player. Works well independently, but recognizes the value of working with corporate management, employees, and the larger community.
- Flexible. Must be willing to learn quickly and respond to changing environments.
- 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 CLD mission and the youth we serve.

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

- Generally sedentary work, remaining in a stationary position for long periods. Events do require physical exertion, including lifting boxes and tubs, moving chairs and tables, loading and unloading supplies.
- Must have reliable transportation.
- 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.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

This job description has been approved by all levels of management:

Manager _____

HR _____

The employee signature below constitutes the employee's understanding of the requirements, essential functions, and duties of the position.

Employee _____ Date _____