



AMERICAN INDIAN GRADUATE CENTER

POSITION CLASSIFICATION AND DESCRIPTION

POSITION TITLE:	Program Manager
CLASSIFICATION:	Exempt
DEPARTMENT:	Development
SUPERVISOR:	Director of Marketing and Strategic Partnerships
GRADE:	TBD

Position Summary:

Under direct supervision of the Director of Marketing and Strategic Partnerships, the Program Manager is responsible for the delivery of the graduate school success coaching program including implementation, curriculum development, success coach training, software management and upkeep, measuring outcomes and program reporting.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

Essential Duties & Responsibilities:

- Develop and execute culturally relevant graduate school success coaching program for undergraduate students seeking graduate degrees.
- Acquire, maintain and upkeep coaching platform including engaging participants in related topics via facilitated discussions within the platform.
- Develop and oversee culturally relevant graduate school success coaching curriculum informed by best practice for alumni coaches to utilize to engage their students. Develop coach/student handbook.
- Oversee coach/student matching process to ensure proper needs of participants are being met.
- Supervise on-going coach/student relationship, including ensuring reporting and proper program support is in place for successful/meaningful coaching experiences.
- Developing comprehensive training program for alumni coaches to work with undergraduate students, gain an understanding of how to utilize the coaching platform and work with AIGC to deliver the best possible coaching program to participants.
- Recruit qualified undergraduate students and alumni coaches to engage participants in coaching focused on access and pathways to graduate school.
- Address concerns about coach conduct/conflict. Facilitate mediation if necessary.
- Collect all participant data including survey feedback, coaching platform metrics, number of engagements etc.
- Report all coaching outcomes including survey feedback, metrics, engagements, etc. to supervisor and executive staff.
- Maintains strict student confidentiality and compliance with the Family Education Right to Privacy Act.
- Embodies AIGC Core Values and promotes the AIGC organization, staff and programs, in a positive and professional manner.
- Contributes to a team effort and accomplished related results.
- Perform other duties as required.

Minimum Qualifications:

Master's Degree preferred, Bachelor's Degree in related field required, demonstrated experience working with Native populations and communities required.

Valid Driver's License required. Must be able to successfully pass a pre-employment drug/alcohol screen and background investigation.

Knowledge, Abilities, Skills and Certifications:

- Knowledge of American Indian History, culture and tribes.
- Knowledge of modern office practices, procedures and equipment
- Knowledge of business English, proper spelling, grammar, punctuation and basic arithmetic.
- Ability to communicate effectively in the English language, both verbally and in writing.
- Ability to follow oral and written instruction.
- Ability to handle multiple tasks and meet deadlines.
- Ability to establish and maintain professional relationships with individuals of varying social and cultural backgrounds and with coworkers at all levels.
- Skills in operating business computers and office machines, including various software applications, specifically Word, Excel, Access, presentation software (such as PowerPoint).
- Skilled in providing leadership to, supervising, training and evaluating assigned staff.
- Ability to make solid decisions and exercise independent judgment.
- Ability to analyze situations and adopt appropriate courses of action.
- Ability to demonstrate excellence in everything and continually seek improvement in results.

Physical Demands:

While performing the duties of this job, the employee regularly is required to sit; use hands to finger, handle or feel; reach with hands and arms and talk or hear. The employee frequently is required to walk. The employee, occasionally, is required to stand, stoop, kneel, crouch or crawl. The employee must, occasionally, lift and/or move up to 40 pounds.

Work Environment:

Work is generally performed in an office setting, with a moderate noise level. Extended hours and irregular shifts may be required. Tight time constraints and multiple demands are common. Travel will be required for training, meetings, conferences, presentations, and other events.