



Student Engagement and Success Manager

Job Scope

The primary purpose of the Student Engagement and Success Manager is to provide a progressive and simplified one-stop student experience across the areas of financial aid, student accounting, registrar, academic support, and admissions. Central to the position is to promote a culture of customer service, student satisfaction, retention, and student success. The Student Engagement and Success Manager provides friendly, professional, quality end-to-end service to students for all aspects of enrollment student business and is expected to be committed to improving student services and providing operational excellence across all service delivery methods. This position is the lead role for advising on complex issues and problems regarding student enrollment progress and financial matters and utilizing professional judgment in resolving issues. This position reports to the Director of Propel Career Academy.

Responsibilities

- Minimum required: Bachelor's Degree (or higher) in any field of study.
Work experience sufficient to perform the responsibilities of the position
Preferred Experience:
Experience providing academic counseling/coaching
Experience working with Blackboard
Experience working with a Student Information System
Ability to work effectively with students
Possess excellent communication and leadership skills
Ability to effectively manage relationships with staff and instructors
Ability to interpret statistical reports and prepare statistical reports when necessary.
Exhibits a strong positive attitude and ability to foster teamwork