



About FirstGen Forward

FirstGen Forward aspires to be a transformational partner for higher education, first-generation students, and all who care about them; working to maximize the success of the FirstGen student population in education, career, and life. That success benefits the economic mobility of the students and the missions of the colleges. It produces multigenerational impacts for families. Our country benefits from the experience, determination, and economic potential of FirstGen graduates in the workforce and our communities.

FirstGen Forward, formerly, the Center for First-generation Student Success operations are managed by NASPA - Student Affairs Administrators in Higher Education. FirstGen Forward staff are employees of NASPA.

About NASPA

NASPA is the leading association for the advancement, health, and sustainability of the student affairs profession. We serve the diverse needs of our community, from vice presidents of student affairs to undergraduate student leaders considering a career in the field. Founded in 1919, NASPA includes more than 15,000 members in all 50 states, 29 countries, and 8 U.S. Territories. Guided by the principles of integrity, innovation, inclusion, and inquiry, we are dedicated to empowering our members to realize their full potential and to cultivating student success in collaboration with our institutional members, who represent every sector of higher education. NASPA centers justice, equity, diversity, and inclusion in our work; read more about [our commitment](#) here.

About the Position

FirstGen Forward is hiring for an **Expert Guide**

Expert Guidance, is a hallmark of the FirstGen Forward Network experience, formerly the First Scholars Network. Expert Guidance partners higher education and first-generation content experts with FirstGen Forward Network institutions to support the successful completion of each programmatic element and deliver support customized to institutional needs.

The **Expert Guide** will lead day-to-day management of both institutional and external partner relationships, communications, milestone progress, and relevant data analysis and reporting. The Expert Guide will be assigned a set of partner higher education institutions to offer customized coaching and support across the experience.

This position will closely partner with FirstGen Forward colleagues to implement FirstGen Forward strategic plans.

Essential Responsibilities

Project Management:

- Advance the FirstGen Forward Network experience by leading monthly individual guidance meetings with institutional partners;
- Contribute to required monthly workshops for institutions;

- Train and guide institutional participants through continuous improvement cycles and milestone tracking to ensure progress toward goals;
- Assist institutional partners in identifying key priorities related to first-generation student success and provide support during the driver diagram and implementation processes;
- Develop training elements to ensure consistency for institutional partners throughout the experience;
- Partner with the Network Success team to monitor and track Expert Guidance meetings to ensure that coaches and institutional partners are progressing;
- Elevate particular institutional needs to leadership for consideration of third-party support;
- Facilitate workshops and professional development for institutional partners on areas of expertise; and
- Troubleshoot issues related to Expert Guidance relationships and ensure the Director is informed and engaged as appropriate.

Additional Responsibilities:

- Participate in departmental, divisional, and organizational strategic planning, meetings, and projects;
- Support Center tasks, projects, professional development, and engagement as deemed appropriate;
- Assists with all-team projects and participates actively in staff meetings and projects; and
- Other activities, duties, and responsibilities as assigned to support the mission.

Reports To

The Expert Guide will report to the Director of Expert Guidance.

The **Expert Guide** will not have supervisory responsibilities at this time.

Qualifications

- Education: A Master's degree in a relevant field is preferred.
- Experience in higher education or relevant fields with seven or more years of full-time, professional experience working with or in support of first-generation student populations; serving in a leadership role or across a variety of institutional types is a benefit;
- A commitment to first-generation student success through professional experience, research interests, and/or practice; experience facilitating on these topics is desired;
- Experience with assessing and aligning multi-functional systems, work processes, and relationships;
- Strong project management skills and the capacity to drive multiple projects concurrently;
- Demonstrated knowledge and understanding of student development, engagement, and learning theory in practice;
- Understanding of the structure, policies, and procedures of higher education institutions, including administration and academic governance

- Superior interpersonal, written, and oral communication skills with an emphasis on relationship building, facilitating, public speaking, and presentations and the ability to convey complex information clearly and effectively to diverse audiences;
- Prior consulting experience is desired but not required;
- Ability to lead organizational change, inspire innovation, and promote a culture of continuous improvement and adaptability;
- Ability to facilitate a shared vision for organizational effectiveness with work plans that achieve college-wide goals and student outcomes;
- Experience with assessment and institutional effectiveness;
- Ability to plan, organize, and prioritize work; analyze information, resolve problems, and make recommendations;
- Ability to identify challenges, develop innovative solutions, and adapt to changing circumstances in a dynamic higher education environment;
- Ability to work independently and as part of a team with stakeholders and institution leaders at various levels; and
- Proficiency in using Google suite, learning management software, Qualtrics, and video conferencing software; Asana experience desired.

Employment Status:

The Expert Guide role is a NASPA position and is classified as full-time exempt. Exempt employees are, by definition, exempt from overtime compensation requirements of the federal Fair Labor Standards Act and are required to work as the job demands on a non-time-limit basis.

Salary Range

The salary range for these positions is:

- **Expert Guide:** \$72,000 - 77,000

NASPA offers nationwide comprehensive medical, dental, and vision insurance, a 401(k) retirement plan with automatic employer contribution, flexible work schedule, and paid time-off including accrued PTO, family leave, community service leave, and holidays.

Office Location/Working Conditions/Physical Requirements

Office Location

This position may be based anywhere in the contiguous 48 states.

It is the employee's responsibility to provide reliable internet capabilities.

Travel

Occasional overnight travel to represent at events, on college and university campuses, and in-person meetings is an essential function of this position. Locations vary and can include sites outside of taxi service from major airports. As a result, the position is required to have the ability to travel independently, including air travel, navigating ground transportation, and occasionally driving a rental car.

Physical Requirements

- This position is primarily office-based with primary work on a computer, including phone, email, and video conferencing.
- Responsibilities occasionally may require an adjusted work schedule, overtime, and evening/weekend hours in order to meet deadlines and support events and programs.
- This position will occasionally be required to pack and unpack program materials for shipment, which will require pulling, pushing, lifting, and moving boxes weighing up to 50 pounds.
- This position will occasionally be required to coordinate on-site event execution, which may include moving furniture and other items, navigating event spaces, and communicating verbally with venue staff.

Additional COVID-19 Information

Vaccination is not a requirement for employment. However, all employees are strongly encouraged to follow the [CDC guidance on vaccination](#), including becoming fully-vaccinated and staying up-to-date as eligible. All employees may flex their schedules for time taken to receive and recover from COVID-19 vaccinations.

In certain circumstances, NASPA therefore FirstGen Forward may require testing for all staff regardless of vaccination status.

[Masks](#) must be worn per local, state, tribal, and federal guidance, including the CDC, with the most stringent level of guidance followed. Regardless of guidance, all employees must have masks available should masking be requested by other employees, members, or external constituents. In certain settings, NASPA and/or FirstGen Forward may require or strongly recommend that employees wear masks.

Commitment to Non-Discrimination Statement

NASPA and therefore FirstGen Forward provides equal employment opportunity for all applicants and employees. NASPA and FirstGen Forward does not discriminate on the basis of race; color, national origin; religion; sex; age; gender identity or expression, affectional or sexual orientation, veteran status, disability, marital status; personal appearance; family responsibilities; genetic information; educational status; political affiliation; unemployment status; place of residence or business; source of income; caste; matriculation; credit information; status as a survivor or family member of a survivor of domestic violence, a sexual offense, or stalking; reproductive health decision making; or any other basis protected by law in any of its policies, employment practices, or in any context in the workplace. When necessary, NASPA and FirstGen Forward also makes reasonable accommodations for employees with disabilities.

To Apply

Interested candidates should submit the following for consideration:

- Letter of Interest/Cover Letter
- Resume
- Three References
- A sample of recent academic or professional writing relevant to this role (no more than three pages, please.)

A complete set of materials should be submitted through [this Asana Form](#). Materials received by **August 2, 2024 at 11:59pm PT** will receive priority consideration, but review will continue until the position is filled.

Please send any questions to hire@FirstGenForward.org with the position title in the subject line. No calls, please.