Program Coordinator for First Scholars® Initiatives
*Center for First-generation Student Success*

**Summary**

Established in June 2017 as an initiative of NASPA and The Suder Foundation, the Center for First-generation Student Success drives innovation and advocacy as the premier source of evidence-based practices, professional development, and knowledge creation for the higher education community to advance the success of first-generation students. As college and university leaders and practitioners are actively seeking avenues to best meet the specific needs of first-generation students, the Center for First-generation Student Success leads scholarly discussion, information sharing, networking, and program development and relies upon alignment with four strategic priority areas for success.

The key initiative within the Center's Innovative and Scalable Approaches strategic priority, First Scholars provides institutions of higher education with the tools, resources, and guidance to radically transform the first-generation student experience, advance academic and co-curricular outcomes, and take necessary steps toward a more inclusive institutional structure. First Scholars provides a framework of actionable outcomes supported through diagnostic tools providing critical institutional insight, a host of customized solutions and turnkey toolkits, robust data reporting, and the guidance of experts across the experience. The First Scholars Network, composed of institutions of higher education, serves as the backbone for this national scaling model. First Scholars is designed to allow institutions the flexibility to shape their experience to meet institutional needs while also aligning with the key evidence-based outcomes imperative to advancing the success of first-generation students.

The program coordinator for First Scholars Initiatives will serve a key role in coordinating and supporting the organizational and project management structure for delivering the multi-faceted elements of the initiative. Responsibilities include supporting a dynamic team in a remote environment, process oversight and task management, communications and marketing, administrative and fiscal management, and engagement with institutional and association partners, third-party contractors, and funders. The program coordinator will track progress and key milestones to ensure Network institutions are in compliance with all requirements. The program coordinator will work closely with the First Scholars team as well as all members of the Center staff and colleagues across NASPA.

**Reports To:** Associate Director for Strategic Operations, First Scholars® Initiatives

**Supervises:** This position will not have supervisory responsibilities.
Specific Responsibilities of the Position

The program coordinator for First Scholars Initiatives will:

Project Management:
- Support internal implementation and daily oversight of all elements of the First Scholars project management structure using the Asana platform;
- Design Asana projects for tracking Network institutions’ milestones and external provider engagements;
- Lead scheduling of all external meetings for recruitment efforts, monthly workshops, and professional development events;
- Track Network completion of institutional commitment forms, diagnostic tools, and required program elements;
- Support the management of the First Scholars Learning Hub—a learning management system-based repository for Network institutions;
- Coordinate the execution and launch of First Scholars toolkits and workshops for online purchase; and
- Coordinate event needs for Network professional development offerings both virtually and at conferences.

Communication and Marketing:
- Manage the First Scholars email account and provide timely, professional responses and outstanding customer service;
- Support the First Scholars team in managing First Scholars social media and YouTube accounts to include execution of the editorial calendar;
- Provide design support and editing for recruitment collateral, presentation template(s), and video development;
- Manage distribution of program book ads and marketing materials for in-person and virtual events;
- Perform general updates and maintenance to the First Scholars components of the Center’s website; and
- Craft correspondence to Network institutions regarding timelines, requirements, opportunities, etc.

Administrative & Fiscal Management:
- Schedule internal meetings, create agendas, and track minutes and recordings;
- Schedule external meetings with strategic, development, and data partners;
- Schedule external engagement with Network institutions for onboarding, professional development, and additional initiative requirements;
- Manage the First Scholars shared document and media repositories (e.g., Google Drive, Dropbox);
- Lead all fiscal efforts to include invoice distribution and payment, credit card reconciliation, and accounting compliance;
- Manage RFP processes, contract execution, and timely payment of all external partnerships;
- Process agreements, manage contracts, and execute payment for contracted presenters;
- Plan travel (when safe) and complete post-travel reconciliation for the First Scholars team;
and
● Provide excellent internal and external customer service and support.

Additional Responsibilities:
● Participate in departmental, divisional, and organizational strategic planning, meetings, and projects; and
● Support Center and NASPA tasks, projects, professional development, and engagement as deemed appropriate.

Qualifications:
● A Bachelor’s degree is required, Master’s degree preferred, with experience in higher education or relevant fields;
  ○ Experience working with first-generation student populations is a benefit.
● Experience with complex, detailed project management with strong organizational skills, ability to establish priorities, and attention to detail and deadlines is required;
  ○ Experience with project management in the Asana platform is highly desired.
● A commitment to first-generation student success through personal experience, research interests, and/or practice;
● Strong oral and written communication skills as well as experience with website maintenance and social media content delivery;
● Experience with administrative and fiscal management to include processing invoices, managing contracts, and following general office procedures;
● Strong customer service, interpersonal skills, and critical thinking with the ability to manage competing priorities in a fast-paced environment;
● Proficiency in the use of Google Suite, Microsoft Office, Outlook, and video conferencing software; and
  ○ Experience with Qualtrics, Asana, learning management platforms, website content management systems is desired.
● Ability to work efficiently and independently in a predominately remote work environment with both internal colleagues and external partners at various levels of leadership.

Office Location/Working Conditions/Physical Requirements:
This position may be based anywhere in the contiguous 48 states but may choose to work in the NASPA Washington, D.C. Office (when re-opened) with the option for occasional work from a remote location, if desired.

If remote, this position is home office-based with primary work on a computer, including phone, email, and video conferencing. Must have reliable internet capabilities.

Occasional overnight travel to NASPA and Center events is likely, traveling by air and ground transportation, when deemed safe.

Employment Status:
This position is classified as full-time, exempt status.

Salary Information:
The salary range for this position is $55,000 - $60,000 USD.
NASPA offers a comprehensive benefits package, flexible work schedule, and paid leave.

**About NASPA:**
NASPA is the leading association for the advancement, health, and sustainability of the student affairs profession. We serve a full range of professionals who provide programs, experiences, and services that cultivate student learning and success in concert with the mission of our colleges and universities. Established in 1918 and founded in 1919, NASPA comprises more than 16,000 members in all 50 states, 29 countries, and 8 U.S. Territories.

Through high-quality professional development, strong policy advocacy, and substantive research to inform practice, NASPA meets the diverse needs and invests in realizing the potential of all its members under the guiding principles of integrity, innovation, inclusion, and inquiry.

NASPA members serve a variety of functions and roles, including the vice president and dean for student life, as well as professionals working within housing and residence life, student unions, student activities, counseling, career development, orientation, enrollment management, racial and ethnic minority support services, and retention and assessment.

NASPA is an equal opportunity employer. NASPA does not discriminate on the basis of race, color, national origin, religion, sex, age, gender identity, gender expression, affectional or sexual orientation, or disability in any of its policies, programs, and services.

**To Apply:**
Interested candidates should submit the following for consideration:
- a letter of interest (please include your philosophy of program coordination, including how you manage multiple priorities, your communication style, etc.);
- resume/vitae; and
- three references.

A complete set of materials should be submitted through this Asana form. Materials received by **Monday, September 13, 2021** will receive priority consideration, but review will continue until the position is filled. Please send any questions to firstscholars@naspa.org with the position title in the subject line. No calls, please.