



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Manager Alumni
POSITION NO.	502686
LOCATION	Warwick
REPORTS TO	Director Outreach & Alumni
GRADE	PSA 12
WORK SCHEDULE	Non-Standard: 35 hours per week
SUPERVISION	N/A
LIMITATION (if applicable)	N/A
REVISION DATE	May 2023

JOB SUMMARY:

The Goldman Sachs 10,000 Small Businesses (10KSB) initiative is part of a national investment to unlock the growth and job creation potential of small businesses and is based on the broadly held view of leading experts that a combination of education, business support services, and access to capital best addresses the barriers to growth for small businesses.

The Alumni Manager works collaboratively to manage and execute the national alumni program for small business owners who have graduated the program in their market. The mission of the alumni program is to provide continued business education to help graduates grow their businesses, create a community of active alumni through meaningful engagement, and to capture and elevate the impact of the program through data, storytelling, and thought leadership opportunities. The Alumni Manager reports to the Director of Outreach & Alumni.

DUTIES AND RESPONSIBILITIES:

Commitment to CCRI's Mission:

- Demonstrate a commitment to the philosophy and mission of a comprehensive community college.
- Work collaboratively with others in a diverse and inclusive environment.
- Work collaboratively with others and provide quality customer service in a diverse and inclusive environment.

Alumni Engagement

- Build relationships with program graduates and stay informed and document updates to their businesses (including but not limited to: news, awards, press, challenges, and location/contact information changes).
- Proactively reach out to alumni to learn about their businesses and any updates and document those updates in the program CRM.
- Identify, cultivate, and support the alumni ambassadors (volunteer leaders of the alumni program), ensuring each cohort has at least one ambassador and that all are supported in their role.
- Network within the broader entrepreneurship/small business ecosystem to be a conduit for alumni who need resources and to further program outreach and recruitment goals. The alumni manager will also periodically represent the program at external small business / community events as directed by the Executive Director.

Alumni Continuing Education Programming

- Implement the national alumni program for local graduates of 10,000 Small Businesses as designed and advised by the Goldman Sachs Foundation and the national program partner for the alumni program, Babson College.
- Plan, promote, and be accountable for the successful execution of the alumni continuing education programming (e.g. local meet-ups, clinics, and one-year reunions) including meeting or exceeding attendance and evaluation benchmarks with the support of other members of the program team.
- Work as a collaborative partner with other alumni managers at other sites and contribute positively to the work of the national alumni program.

Data Tracking

- Assume the lead responsibility for the multi-faceted system of data collection and reporting on alumni including the alumni measurement and evaluation (M&E) diagnostics as well as other surveys and

research/requests for information. This involves adhering to a lockstep outreach and communication process to drive response rates to alumni M&E surveys.

- Keep accurate records on the implementation of the alumni program goals and share this information (e.g. program dates, attendance, evaluations, etc.) in a timely fashion with national partners in accordance with the national alumni program guidance.

Classroom Engagement

- Attend select modules of the program to meet and network with program participants (future alumni) including to present and answer questions about the alumni program, the program online platform, and to aid in recruitment efforts by soliciting program referrals.

10KSB Online Platform

- Responsible for overseeing the site's work with the program's online platform and for meeting or exceeding targets for usage and engagement by business owners including: onboarding business owners to the platform following program guidance, monitoring local alumni participation on the platform for overall engagement, liaising with alumni who need support on the platform, creating and curating content for this community of business owners.

Departmental Support:

- Participates in weekly team meetings
- Other duties as needed to support program success.

LICENSES, TOOLS, AND EQUIPMENT:

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:

- Demonstrated experience with community building, event planning, project management, and program planning is required.
- Demonstrated experience working in small business or entrepreneurship field
- Significant experience with and strong comfortability with technology including proficient computer skills and proficiency with Word, Excel, PowerPoint, Google Drive and Salesforce.
- Demonstrated understanding of and sensitivity to cultural differences across a wide range of stakeholders and successful experience communicating and collaborating in a diverse setting is required.

PREFERRED QUALIFICATIONS:

- Bachelor's degree preferred
- Bi-lingual Spanish speaking
- Strong communication and interpersonal skills. The ability to build and maintain strong relationships is essential in this role.
- Event promotion and marketing experience.
- Strong time management skills, a customer service orientation, and high attention to detail.
- Knowledge of the local region's small business and economic development landscape
- Demonstrated experience managing multiple tasks/projects at a time while maintaining high attention to detail.
- Possesses a "growth mindset" and is open to new ideas and ways of working from all members of the program.
- Works independently to solve problems; looks for opportunities to take on responsibility; takes thoughtful risks; and effectively acts on new and ongoing initiatives, objectives, and solutions to gain positive results.
- Anticipates and effectively handles change; demonstrates willingness to try new skills and challenging tasks; and is flexible in changing conditions.
- Social media marketing experience, or strong social media user
- Ability to work a flexible schedule – occasional evenings required

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.