



Department of Institutional Equity and Human Resources

POSITION DESCRIPTION

POSITION: Manager of Impact Initiatives

LOCATION: Knight Campus

REPORTS TO: AVP of Impact and Institutional Effectiveness

GRADE: PSA 13

WORK SCHEDULE: Non- Standard; 35 hours per week

SUPERVISES:

ABOUT CCRI:

The Community College of Rhode Island is the state's only public comprehensive associate degree and certificate-granting institution. We provide affordable open access to higher education at locations throughout Rhode Island. Our primary mission is to offer recent high school graduates and adult learners the opportunity to acquire the knowledge and skills necessary for intellectual, professional, and personal growth through an array of academic, career, and lifelong learning programs.

At CCRI, we are committed to building an inclusive and diverse campus community. We strive to hire and retain culturally competent faculty and staff members who reflect the demographics of our state and our increasingly diverse student population.

We believe that our diversity is our strength. We celebrate, support, and thrive on the diverse experiences, backgrounds, and perspectives that are represented across our four campuses.

We are OneCCRI, working together to prepare learners to achieve their highest potential.

To learn about what employees value at CCRI and what it means to work here, please read about our Guiding Principles and watch videos of our employees doing what they do best: https://ccri.edu/hr/current_employees/culture/guidingprinciples.html

JOB SUMMARY:

The CCRI Division of Student Affairs supports students in achieving their personal and academic goals by providing services that help students meet the challenges and opportunities of college life. All our services and activities are designed to empower students to reach their full leadership potential while achieving academic and career success.

Knight Campus

Under the general direction of the Associate Vice President for Impact and Institutional Effectiveness, the Manager of Impact Initiatives will serve as a lead project manager and subject matter expert in the implementation and utilization of Starfish, Signal Vine, College Scheduler, and other strategic impact initiatives. The work entails bringing together the departments and people responsible for various aspects of CCRI's student success infrastructure including faculty, professional advisors, and student support staff.

This position requires initiative to effectively communicate and collaborate with diverse groups at all levels across the college. A combination of higher education experience, diplomacy, technology, and analytical skills is required to understand each department's culture and operational requirements and translate those requirements to Starfish, Signal Vine, College Scheduler, and other student success initiatives. This position will lead and support technical requirements reporting, and design and pilot programs and organization processes.

This position will provide operational and project management support, training, assessment, and assistance with the resolution of applications and information issues. The role will serve as a project liaison and collaborate with various stakeholders at CCRI that utilize Starfish, Signal Vine, College Scheduler, and other strategic impact initiatives to dramatically improve the student experience and student success at CCRI.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Communication and Collaboration

- Coordinate communication, assist stakeholders and staff, and document key processes.
- Consult and collaborate with users and student success application vendors to collect, document, and analyze business processes and requirements.
- Prepare and deliver presentations to various audiences across CCRI about the platform(s), impact of the platform on student success and retention, new business processes, upcoming events, and available resources.
- Provide assistance in collaborating with departments for utilizing Starfish, Signal Vine, College Scheduler, and other student success applications, including campaigns and leveraging data for proactive student interventions.

Operational Processes

- Collect and document operational, functional, and technology needs for information systems, management reporting environment and vendor applications by developing functional specifications, use cases and user information, and/or other technical documentation.
- Determine best means of support through the effective use of technology and/or business process design.
- Make recommendations regarding information systems technology needs, configurations and dependencies, and options; collaborate with users and technical staff to reach institutional objectives.

Technical Support

- Assist in designing, testing and implementing information systems and/or vendor application improvements and enhancements.
- Using knowledge of functional area, business processes, and technical expertise, identify, troubleshoot, analyze, and resolve problems, including collaboration with system technology experts, users, and/or application vendors.
- Provide support to functional users with questions and issues related to technology in functional area of expertise.
- Provide best practice training for users to support effective usage of Starfish, Signal Vine, College Scheduler, video conferencing, and other student success applications.
- Performs other related duties as assigned.

MINIMUM REQUIREMENTS:

- Bachelor's degree. Undergraduate coursework in a related area.
- Demonstrated experience with various technology systems used in higher education, including ERP systems, learning management systems, degree planning and communication tools.
- Strong analytical and problem-solving skills with the ability to understand complex business systems and processes.
- Effective oral and written communication skills, including the ability to interact with diverse groups.
- Passion for working with students and belief in their potential and a strong commitment to the mission of CCRI
- Commitment to diversity and inclusion in a community college setting

COMPETENCIES / DESIRED QUALIFICATIONS:

The most suitably qualified candidate will possess the following:

- Master's degree preferred.

ENVIRONMENTAL CONDITIONS:

- This position is not substantially exposed to adverse environmental conditions.

CCRI is an Equal Opportunity / Affirmative Action Employer.

We recognize that diversity and inclusivity are essential to creating a dynamic, positive and high-performing educational and work environment. We welcome applicants who can contribute to the College's commitment to excellence created by diversity and inclusivity.

CCRI prohibits discrimination, including harassment and retaliation, on the basis of race, color, national or ethnic origin, gender, gender identity or expression, religion, disability, age, sexual orientation, genetic information, marital status, citizenship status or status as a protected veteran. Inquiries or complaints concerning discrimination shall be referred to the College's Title IX Coordinator at: TitleIXCoordinator@ccri.edu.

The Jeanne Clery Act requires institutions of higher education to disclose campus policy statements and crime statistics. Our annual report is available here:
<https://www.ccri.edu/campuspolice/pdfs/Annual%20Security%20Report%202019.pdf>

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