**LIMITED PERIOD POSITION DESCRIPTION\***

**POSITION:** Outreach & Alumni Director

**REPORTS TO:** Executive Director – Goldman Sachs 10,000 Small Businesses

**GRADE:** PSA 13

**WORK SCHEDULE:** Non-Standard; 35 hours per week

**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://www.ccri.edu/equity/culture/guidingprinciples.html

**Program & Curriculum:**

The *10,000 Small Businesses* (10KSB) initiative is part of a national investment by the Goldman Sachs Foundation 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 *10,000 Small Businesses* program is comprised of three main components: business education, business support services (technical assistance and customized, one-on-one business advice) and the opportunity to access capital. The ultimate goal of the initiative is for the participating business owners to increase their revenues and create jobs in their community and surrounding areas.

The educational component of the *10,000 Small Businesses* initiative is delivered through a partnership with the Community College of Rhode Island. Three 12-week cohorts of approximately 30 small business owner participants each are run each year, resulting in approximately 90 alumni annually. The CCRI program is currently in its tenth cohort.

**JOB SUMMARY:** A *Goldman Sachs 10,000 Small Businesses (GS10KSB)* Outreach & Alumni Director is one who:

* Develops, manages and coordinates all internal and external relationships for the recruitment of small business owners for the program at the Community College
* Works closely and effectively with the program team, community college leadership, and external program partners to ensure high-quality outreach to attract qualified applicants to the program
* Possesses strong planning, organizational, communication and interpersonal skills
* Is a self-starter, strategist, problem solver, effective collaborator, and persuasive communicator dedicated to the program outcomes of job creation and revenue generation
* Is an experienced community and network builder – in market and through LinkedIn
* Connects well with small business owners
* Is dedicated to the program outcomes of job creation and revenue generation

**DUTIES AND RESPONSIBILITIES:**

The Outreach & Alumni Director is responsible for the recruitment of scholars (small business owners) to the program. S/he develops, manages and coordinates all business and community partner relationships and activities for the recruitment of scholars through the development and implementation of recruitment plans. Works closely with the alumni network to secure referrals. Organizes all external recruitment activities, including information sessions, networking events, webinars, and workshops. Represents the *GS10KSB* program in the entrepreneurial space in Rhode Island, networking and forming relationships with others who are providing support and services to small business growth; and builds referral pipelines for applicants. Tracks progress of recruitment cycles, prepares reports and evaluations of activities and facilitates communication between all other *GS10KSB* business partners and local campus personnel. The Outreach & Alumni Manager will work collaboratively to manage and execute the alumni component of the 10KSB program at the Community College of Rhode Island. The mission of the program is to create a community of active alumni through meaningful engagement and increased opportunities for revenue growth and job creation that will encourage alumni to become self-sustained.

The Outreach & Alumni Director reports to the Executive Director at the Community College, and supervises The Outreach & Alumni Assistant.

The specific duties of the *GS10KSB* Outreach & Alumni Director include:

* Manages and implements all activities related to recruitment of scholars at the Community College, including the development and implementation of recruitment plans, running three recruitment cycles for three cohorts per year.
* Responsible for achieving recruitment goals that are key to successful program outcomes.
* Develops and manages all business partner relationships with local organizations, associations, etc. who assist in recruitment
* Recruits, manages and tracks progress of community partners who receive sub-grants from the program for applicant referrals, prepares reports and evaluations of activities.
* Attends select modules, clinics, and events to support the program and develop relationships with scholars to facilitate referrals to new applicants. Scholars and alumni are the program’s best referral source for applicants. (Note: initially attends all Mods one time in order to be familiar with the program.)
* Works closely with, and utilizes, the Business Advisors to assist in outreach efforts to their external networks, to their scholars and as workshop presenters at information sessions for prospective applicants.
* Collaborate with the broader program team at the Community College of Rhode Island to plan, organize and coordinate local alumni activities as guided by the national strategic alumni plan
* Serve as the main liaison to program graduates from the Community College of Rhode Island in order to identify and respond to alumni needs and fulfill the mission of the overall alumni program
* Manage the local communication system with alumni in partnership with the national alumni program
* Draw upon alumni as ambassadors of the program, participants on panels and in clinics, and as referral sources for future cohorts in support of ongoing recruitment and outreach efforts
* Manage the local LinkedIn alumni site at the Community College of Rhode Island as well as other selected social media outlets
* Manage the site approach to supporting scholars working with each other across cohorts and sites
* Identify and share best practices among alumni for curriculum content

***Community Building***

* Engage with program alumni, including individual relationship-building and participation in alumni events as needed

***Assessment***

* Participate in assessment of curriculum sessions through post session debriefings as appropriate
* Participate in assessment of program at Community College of Rhode Island through team debriefing and review process

Other duties as needed to support program success.

**REQUIRED QUALIFICATIONS:**

* Bachelor’s required. Master’s Degree preferred.
* A minimum of 3 years of experience working with small businesses in a capacity to support growth required.
* Demonstrated track record of outreach work with successful recruitment and goal delivery required.
* Demonstrated experience using CRM for recruitment and applicant tracking required.
* Management experience required.

**CORE COMPETENCIES/QUALIFICATIONS:**

* Demonstrated ability to design, develop and execute strategies and systems to attract, recruit and track recruitment of applicants required.
* Demonstrated ability to organize and execute events, workshops, networking sessions, and webinars required.
* Demonstrated ability to develop and maintain relationships with key stakeholders and a wide range of business, industry, and community partners
* Experience in community outreach and development of program partnerships
* Experience using program / project management principles, practices, and processes
* The ability to professionally and effectively deliver presentations to small and large groups
* A high level of interpersonal communication skills to accurately convey information and increase positive awareness of the program
* Proven ability to work in a team environment and manage multiple tasks efficiently and effectively
* Ability to develop and oversee quality assurance measures to ensure program effectiveness
* Ability to work a flexible schedule including evenings and weekends
* Ability to work effectively in a high-pressure environment
* High personal and professional ethical standards
* Extensive experience related to community building
* Strong ability to develop and maintain relationships with alumni, broader program team, and local community partners
* Knowledge of best practices in alumni services and/or adult education a plus

**ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions.

**\*This position is grant funded and limited in duration with the possibility of renewal.**

**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](mailto: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://ccri.edu/campuspolice/pdfs/ASR-Final-92019.pdf>

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