



Assistant Director for Scholar Success

Job Summary:

As a member of the Questa Education Foundation team, the Assistant Director for Scholar Success manages unique college funding programs and provides support for students to foster their growth and success in college. In this role, the Assistant Director will leverage best practices in student development to create support systems that meet the needs of specific student populations. The Assistant Director will collaborate with families, schools, community partners, universities, and funders to develop programs that encourage students' educational attainment.

Essential Job Functions:

Program Leadership: Develop and implement college funding programs aimed at fostering student growth and success.

- Coordinate program implementation including outreach, applications, awards, disbursements, compliance, and debt forgiveness.
- Participate in events for students and families, which may include information sessions, college planning workshops, financial aid events, and campus visits.
- Maintain student records and partner contacts in the database and assist with digital system processes for applications, awards, agreements, compliance, and graduate processing.
- Track student outcomes and evaluate programs in relation to goals to make improvements as needed.
- Serve on the Questa program team to support promotion, implementation, and success of all Questa programs.

Student Support: Design and implement student support systems to help students gain independence and achieve success. Serve as the primary contact for student cohorts, providing exceptional service and support.

- Build supportive relationships with students and families.
- Assist students with navigating college planning and preparation.
- Support student success with regular communication throughout students' enrollment, including periodic campus visits, one-on-one communication with students, and connection to resources to encourage student persistence and graduation.
- Foster student growth to greater independence and self-advocacy.
- Organize scholar cohorts to build relationships and a peer support network that follows students through college and beyond.
- Develop and support an alumni network of scholars.

Partner and Community Relations: Cultivate and maintain strong partnerships with schools, community organizations, and college and university partners to ensure collaboration and coordinated resources and support for students.

- Collaborate with school and community partners to support students' college preparation and financial planning.
- Connect with college and universities to establish relationships and support systems.

- Develop understanding of the student resources and campus culture at each school.
- Collaborate with funding partners to facilitate career connections for scholars.
- Maintain an active role in the community, serving as a trusted resource for college planning.

Secondary Job Functions:

- Assist in building awareness and growth of other Questa programs
- Research and promote other college success resources
- Support career and alumni connections and programs for students
- Provide training and resources for families to encourage support of their college students
- Other duties as assigned to meet organizational goals

Qualifications:

- Master's degree preferred (in student affairs, counseling, social work, or related field)
- 3-5 years of experience working in higher education, guidance counseling, case management, and/or student-oriented fields
- Exceptional customer service, attention to detail, presentation, written and verbal communication skills
- Experience working with first generation students, low-income families, students of color, and other diverse backgrounds
- Knowledge of college financial aid, student development, and supporting college student success
- Spanish or other second language skills preferred
- Commitment to student success and Questa's mission

Work Schedule: This is a full time, exempt position. Office hours are 8am-4:30pm, Monday-Friday. Depending on the project cycles and workflow demands, additional hours or workday schedule changes may be required. Periodic travel will be required.

Salary Range: \$50,000-55,000

About Questa Education Foundation: Established in 1937, Questa's mission is to help individuals access postsecondary education, graduate with less debt, and become contributing members of Northeast Indiana's workforce. Questa offers competitive pay, health stipend, education loan repayment, professional development opportunities, and a flexible work schedule, including remote work options, to support a healthy work/life balance. Join our collaborative and dedicated team to make a difference in the lives of hundreds of local students each year!

To Apply: Please submit a cover letter and resume to Ryan Shepherd at rshepherd@questafoundation.org. The Questa team will review applications as received and encourages applications by November 30, 2022.