



Achieving the Dream™

## Associate Director of College Relations

### Job Description

#### Job Overview

This position works closely with program team leads, college relationship managers, and finance colleagues to create, support, and nurture positive long-term relationships with ATD Network colleges to ensure that they gain value from their ATD participation and are on track with the ATD supports they need to advance their student success work.

#### Duties and Responsibilities

##### Relationship Stewardship (90%)

- Manage, update, monitor and further develop ATD's customer relationship management solutions, ensuring the Network Engagement team is aware of changes occurring with Network participants.
- Track and analyze the engagement of ATD colleges in ATD related activities such as learning events, learning initiatives, ATD services, etc.
- Serve as the interface between college relationship managers and the Finance team to ensure the accuracy of college invoicing and the tracking of timely payments.
- Monitor ATD performance against service level agreements and lead the development and implementation of an early alert system to flag issues.
- Bring attention to and help resolve areas of concern as raised by network participants.
- Alert the Network Engagement team and relationship managers to opportunities for ATD to provide additional support to colleges to advance their reform work.
- With college relationship managers, build and maintain positive relationships with current Network colleges and key personnel at these institutions.
- Assist in conducting relationship reviews to ensure institutions are satisfied with their ATD experience.

##### Other Duties (10%)

- Support the Network Engagement team with other duties as required to meet the unit's goals around Network growth, retention, and satisfaction.

#### Skills/Qualifications/Experience

- Bachelor's degree with minimum five years related experience, preferably in membership management in the nonprofit association field
- Experience in a higher education setting or non-profit setting preferred
- Prior relationship management and customer service experience
- Strong interpersonal skills and an ability to build rapport with higher education network participants and with coworkers
- Comfort with absorbing and interpreting large amounts of quantitative and qualitative data from different sources

- Ability to efficiently craft clear and concise actionable written summaries and supporting evidence for relationship managers
- Strong project management skills and experience managing multiple projects simultaneously
- Working knowledge of Salesforce, MS Office 365, Qualtrics

## Competencies

**Disciplined Execution:** Demonstrated ability to manage work processes effectively and efficiently in order to deliver high-volume, high-quality work.

**Effective Communication:** Ability to actively listen and thoughtfully question in order to create greater understanding and offer insights that advance problem-solving.

**Emotional Intelligence:** Demonstrates self-awareness and self-regulation and recognizes impact of personal behavior on others.

## Position Details

Position Type:	Full-Time, Exempt
Salary Grade:	6
Starting Salary:	\$69,000 - \$75,000 per annum
Reports to:	Executive Director of Services Management
Work Location:	Silver Spring, MD office
Travel:	Minimal

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*~ EMPLOYMENT IS CONTINGENT ON A CANDIDATE'S SUCCESSFUL COMPLETION OF A BACKGROUND CHECK ~*