



## Technical Assistance Manager

*Excelencia* in Education accelerates Latino student success in higher education by promoting Latino student achievement, conducting analyses to inform educational policies, and advancing institutional practices while collaborating with those committed and ready to close the equity gap in Latino college completion. As the Technical Assistance Manager, you will be a liaison, coordinating with stakeholders, internal *Excelencia* teams, presenters, and institutions participating in [technical assistance opportunities](#) offered to institutional partners. You will support presenters to align their content with the scope and purpose of the technical assistance opportunities and *Excelencia's* guiding principles. You will manage interactions with institutions while building relationships and cultivating their participation in *Excelencia's* technical assistance opportunities and progression along the Ladder of Engagement, a community of support that builds the capacity of institutions to better serve Latino students.

Launched in 2004 in the nation's capital, *Excelencia* is building a network of results-oriented educators and policymakers to address the U.S. economy's need for a highly educated workforce and engaged civic leadership. We are a growing, fast-paced nonprofit organization with a small and dynamic team deeply committed to our mission. We are continuing to build on our implementation of technical assistance for programs in their evidence of effectiveness, and for institutions working towards the Seal of *Excelencia*, a voluntary recognition program designed to foster institutional change to close equity gaps and significantly increase Latino student completion. The Seal creates high expectations for intentionally SERVING (not just enrolling) Latino students in colleges and universities to improve Latino student success. Colleges and universities will earn the Seal of *Excelencia* once they demonstrate consistent progress in their data, practice, and leadership efforts explicitly supporting Latino students.

As the Technical Assistance Manager, you will be part of the Institutional Capacity team and be responsible for supporting and implementing institutes, webinars, and tools for institutional teams to support their transformational progress to more intentionally serve Latino students. In addition, you will coordinate the case management, informational methods, and strategy to assist institutions with improving access, retention, and completion of Latino students by facilitating their progress. This position is part of *Excelencia's* affiliate services. Your work will be guided by the Vice President of Institutional Capacity and you will work closely with the technical assistance coordinator.

### Responsibilities

- Manage technical assistance activities such as webinars, institutes, events, and other types of engagement to support stakeholder progression along the Ladder of Engagement.
- Identify and evaluate existing tools and resources to form the foundation of technical assistance. Determine how to modify and update these tools to meet the broader needs of institutions to more intentionally serve Latino students.
- Create additional tools and resources to engage institutional partners through the Ladder of Engagement, such as documents, templates, guides, assessments, and videos.
- Establish and facilitate clear guidance to institutions on how to incorporate and implement tools and resources to advance their progression through the Ladder of Engagement.
- Facilitate the development and growth of a peer-to-peer network of institutions.

[www.edexcelencia.org](http://www.edexcelencia.org)



- Manage presenters and consultants working directly with institutional partners in their journey through the Ladder of Engagement.
- Develop different types of communication to compel the participation and engagement of institutional partners in technical assistance activities.
- Support partnerships with external organizations to offer joint technical assistance.
- Work collaboratively with Institutional Capacity team colleagues to develop and implement all technical assistance activities.
- Work closely with senior leadership, communications and programmatic colleagues, and others to support the overall work of *Excelencia*.

### Qualifications

- Bachelor's degree is required, an advanced degree is preferred.
- Event planning and marketing experience with strong writing, design, and organizational skills.
- Professional communication and relational skills. Able to interact with institutional stakeholders at all levels, recognize their perspectives, and anticipate how to be a resource to them.
- Experience in providing professional development or supporting organizational or programmatic improvement, particularly within higher education.
- Deep understanding of higher education and the Latino (or other underrepresented) student experience. Familiarity with the role of data, practice, and leadership in impacting change is preferred.
- Proficiency with technology, particularly Microsoft products, and related tools.
- Bilingual skills are not required for this position.

### Attributes

- Commitment to the organization. With a solid understanding of *Excelencia's* history as your foundation, be willing to learn and support our vision to advance the work. Commit to service and the work.
- Continuous learning. Our work is evolving and the context in which we work is dynamic. Be a continuous learner. Asking questions to confirm your understanding of *Excelencia's* strategies is important to becoming an effective part of *Excelencia's* team. Be able to identify salient points and use them to enhance the overall work of the organization.
- Collaboration. We expect all staff to be team players to meet organizational needs and serve the mission. That means being team-focused, but self-motivated, and comfortable with sometimes leading and other times following.
- Persistent and results-oriented. Be able to formalize plans and carry them through to achieve goals. Give strong attention to timely follow-up and follow-through in all activities.
- Communication. Communication is key to effectively serving *Excelencia's* mission. Gain a deep understanding of the *Excelencia* voice, positions, and body of research. Then embody this



voice and apply this understanding to all communications.

### What's Attractive to the Right Candidate?

- Our mission. We are building a powerful and wide-sweeping movement to accelerate Latino student success in higher education through institutional transformation, which in turn addresses the U.S. economy's need for a highly educated workforce and civic leadership.
- Impact. This is a pivotal time in our development. As a member of the Institutional Capacity team, you will play an active role in supporting a process to enable more higher education institutions to more intentionally accelerate Latino student success.
- Growth. This Technical Assistance Manager position gives you an opportunity to capitalize on a strong foundation with a demonstrated capacity to grow while using your skills and experience to build the impact of this initiative and strengthen the organization.
- Compensation. We offer a competitive compensation plan that includes medical, vision, and dental insurance; paid annual leave, sick leave, and federal holidays; time off between Christmas and New Year's; and a retirement plan with employer contribution.

### To Apply

We encourage you to apply even if your experience is not a 100% match with the position description; we will consider people from a variety of backgrounds and career experiences.

Simply email your resume to Lilly Khan at [resumes@staffingadvisors.com](mailto:resumes@staffingadvisors.com) with "**Excelencia – Technical Assistance Manager #2022-2687**" as the email subject. Please include your resume as a Word or PDF attachment to the email and paste your cover letter in the body of your email.

*Please note: our practice is to not disclose the salary ranges our clients would consider. Any salary information included in this posting was estimated without our input.*

Staffing Advisors is committed to reducing bias in every aspect of the hiring process. We have long recommended an evidence-based approach to hiring. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, veteran status, or any other basis protected by law. This position may require pre-employment screening potentially including a criminal background check, verification of academic credentials, licenses, certifications, and/or verification of work history. You can learn more about our actions on our blog.