



## **PROGRAM MANAGER TRIO STUDENT SUPPORT SERVICES**

---

**REPORT TO:** Director, TRIO SSS  
**E CLASS:** FT 12 Month  
**FLSA:** EXEMPT

---

### **Position Summary:**

The Program Manager for TRIO Student Support Services (SSS) is a key leadership role that supports the Director in administering all aspects of the federally funded SSS program. This role is responsible for overseeing the day-to-day operations of program activities and ensuring the successful implementation of services that support the academic, personal, social, and career development of income-eligible, first-generation, and/or disabled college students. The Program Manager will supervise program staff, coordinate academic support services, monitor student progress, and contribute to the overall strategic development and evaluation of the program. This is a grant-funded position contingent upon continued funding from the U.S. Department of Education.

### **Preferred Qualifications:**

- Master's degree in Education, Counseling, Educational Administration, Psychology, or a related field.
- Minimum of three (3) years of experience in higher education or student support services.
- Demonstrated experience working with low-income, first-generation college students, and students with disabilities.
- Knowledge of student development theory and retention strategies.
- Experience with grant management, assessment, and compliance with federal regulations.
- Familiarity with academic advising, counseling, and program coordination.
- Strong organizational, leadership, communication, and interpersonal skills.
- Experience using data systems such as BLUMEN or similar platforms for tracking student progress and reporting.

### **Essential Duties and Responsibilities:**

#### **Program Coordination & Leadership**

1. Serve as second-in-command to the Director and assist in strategic planning, compliance, and daily program operations.
2. Coordinate academic support services, tutoring, mentoring, and retention strategies for TRIO participants.
3. Supervise assigned program staff, student mentors, tutors, and interns; assist with recruitment, hiring, and training.
4. Develop and implement procedures and internal controls to ensure compliance with TRIO federal guidelines.

5. Represent the SSS program at institutional events, meetings, and conferences as delegated by the Director.

### **Student Support & Advising**

6. Oversee intake and needs assessments for new program participants; ensure eligibility and selection criteria are met.
7. Provide individualized academic, career, personal, and financial aid advising to program participants.
8. Interpret placement test scores and administer diagnostic assessments to identify student support needs.
9. Coordinate “early alert” and mid-term progress evaluations in collaboration with faculty.
10. Monitor and document student academic progress, persistence, and completion in alignment with program goals.
11. Develop and teach the TRIO First-Year Achievement (FYA) seminar for new participants.

### **Program Development & Retention Initiatives**

12. Lead the planning and execution of educational and cultural enrichment activities.
13. Design, implement, and assess Student Achievement Plans and other intervention strategies.
14. Oversee the Peer Mentoring Program and support peer engagement initiatives.
15. Develop outreach materials, forms, student handbooks, and other publications to promote the SSS program.
16. Establish and maintain relationships with internal campus partners and external community agencies.

### **Data Management & Evaluation**

17. Maintain accurate and timely student records in compliance with federal and institutional policies.
18. Input and analyze data using the BLUMEN database to inform continuous improvement and federal reporting.
19. Collaborate with the Director to evaluate program effectiveness, prepare performance reports, and contribute to grant renewal applications.

### **Supplemental Duties**

20. Assist students in completing FAFSA, scholarship applications, and registration processes.
21. Plan and facilitate a “Welcome Back” orientation and other onboarding activities.
22. Attend staff development workshops, professional training, and institutional meetings as required.
23. Serve as acting Director in the absence of the Director, as designated.
24. Perform other duties as assigned to support the mission and objectives of TRIO Student Support Services.

---

### **Additional Information:**

This position requires a high degree of professionalism, discretion, and a commitment to serving underrepresented student populations. Occasional evening or weekend hours may be required for events or outreach activities.

### **KNOWLEDGE, SKILLS & ABILITIES:**

Must have excellent oral, written, and verbal communication skills; ability to make sound

decisions in accordance with college policy, rules, regulations, and departmental policies; ability to work effectively and collegially with other employees throughout the college; ability to establish and maintain effective working relationships with other employees, students, and the public; ability to organize and prioritize work and be able to work independently. Possess basic office skills including keyboarding and bookkeeping; proficient in computer use with experience in word processing, spreadsheets, and databases; ability to interact effectively with faculty, staff, and applicants.

### **WORK ENVIRONMENT:**

The work environment consists of exposure to physical conditions typical of a normal office environment. Most of the job is performed while sitting, although the work may require occasional standing or walking and/or the lifting and carrying of small objects.

### **TRAVEL:**

Travel may be required.

*\*\*This position description is a general guideline for work behavior and is not intended to be a comprehensive listing of all job duties. Therefore, it is also not, nor can it be implied to be, a contract of employment.*

### **SPECIAL INSTRUCTIONS TO APPLICANTS:**

A criminal background check will be conducted. *No phone calls will be accepted.* **Interested applicants should submit a resume, cover letter, and application to [hr@miles.edu](mailto:hr@miles.edu). Must be legally authorized to work in the United States without need for employer sponsorship, now or at any time in the future.** Due to the large volume of inquiries, applicants will only receive a response if there is a match, at which point the applicant will be contacted for an interview.

### **NOTICE OF NON-DISCRIMINATION**

Miles College is an equal-opportunity employer dedicated to building an inclusive and diverse workforce. Miles College does not discriminate in its educational programs and activities based on race, color, religion, ethnic or national origin, age, disability, sex, gender, gender identity, gender expression, sexual orientation, veteran status, or any other bases prohibited by law. Inquiries about the application of Title IX and its supporting regulations may be directed to the Title IX Coordinator, Brown Hall Room 101, 5500 Myron Massey Blvd, Fairfield, AL 35064, 205-929-1440, [titleix@miles.edu](mailto:titleix@miles.edu). For information on the Title IX Sexual Harassment/Sexual Assault policy and grievance procedures, please [Click here](#).

### **TITLE IX / STATEMENT OF NONDISCRIMINATION**

As set forth in this Policy, MILES COLLEGE prohibits discrimination on the basis of sex in its programs and activities. As defined by Title IX, discrimination on the basis of sex includes discrimination on the basis of sex stereotypes, sex characteristics, pregnancy or related conditions, sexual orientation, and gender identity.

MILES COLLEGE does not discriminate in its admissions practices, except as permitted by law, in its employment practices, or in its educational programs or activities on the basis of sex. MILES COLLEGE also prohibits retaliation against any person opposing sex discrimination or participating in any sex discrimination investigation or complaint process, whether internal or external to MILES COLLEGE. Sex-based harassment, sexual assault, dating and domestic violence, and stalking are forms of sex discrimination that are prohibited under Title IX and by the college's [Title IX Policy](#).

