**Enrollment Manager, Future Forward CT**

**Location:** Greater Hartford, Greater New Haven, and/or Greater Bridgeport, CT  
**Start Date:** Winter 2024  
**Applications Due:** The priority application deadline is January 16, 2024. After this date we do not guarantee review of submissions.

**Overview**

A college degree can be a game changer – it often leads to career advancement, economic opportunity, and upward mobility. But the high financial barriers and lack of flexibility within the existing system presents challenges to college access for many students. Enter Future Forward CT, an innovative new college support program designed for students who are looking for an accelerated, affordable, and achievable degree program. Future Forward CT is a community-based program that provides access to degree programs AND high touch coaching, career support, and wraparound services (such as technology, childcare, and guidance through the financial aid process) to ensure students have what they need to succeed and earn their degree. We aim to triple Connecticut’s average college graduation rate, cut college debt in half, and provide direct and indirect supports to ensure our graduates get jobs that pay a living wage within the state.

Future Forward CT was incubated by the Trio New College Network, a group that launches local community based organizations to help nontraditional students navigate the higher education landscape toward a pathway that works for them. Trio is excited to launch this innovative new model starting in Hartford and Bridgeport CT to equip working adults with the skills and credentials needed to advance their careers and access high quality jobs leading to fulfilling, economically independent lives. This model has had early promising results, doubling graduation rates and eliminating the black-white college completion gap in Boston, San Francisco, and Philadelphia. We’re looking for founding team members who are committed to equity and breaking barriers to help our students achieve equitable college and career outcomes and are ready to roll up their sleeves and help us build this program in Connecticut – come join us!

**About the Role**

As an Enrollment Manager with Future Forward CT, you will have the chance to be a part of a small, innovative, and entrepreneurial team focused on guiding students through a unique college process so that they can earn their degree and achieve their goals without significant financial burden. The primary function of this role involves leading students through various stages of the enrollment process, providing them with the proactive, personalized, and targeted supports that allow for a smooth and positive enrollment experience from term to term. Enrollment managers are expected to closely track notes on enrollment steps
and financial aid data. This allows the Future Forward CT team to assess the progress of each student and overall progress toward meeting term enrollment goals. Enrollment managers are ambassadors of the program who excel at moving students through the stages of enrollment on a weekly basis using their knowledge, experience, and creative problem solving.

Responsibilities

Enrollment:
- Communicate with prospective and current students to schedule information sessions and financial aid, enrollment, and orientation meetings and to ensure applications, financial aid requests, and other information is completed
- Manage administrative tasks related to student enrollment including: auditing reports and records and updating student statuses
- Liaise with the necessary departments at Southern New Hampshire University and other partners to request information about students’ financial aid or enrollment processes
- Manage the financial aid renewal process for current students to ensure it is completed in a timely manner so students have access to the maximum amount of financial aid they are eligible for each year
- Collaborate with the enrollment and recruitment team on administrative tasks related to student enrollment
- Maintain regular communication with students via email, text, phone, events, and/or in-person meetings

Data Management:
- Track and maintain student outreach and data in Hubspot customer management system
- Collaborate with the statewide ED to monitor data and ensure all students are moving through the application process in a timely and efficient manner
- Analyze caseload data to identify trends and roadblocks in enrollment process to support students and inform core practices

General Support and Operations:
- Run day-to-day operations for study spaces as organization grows
- Support ad hoc projects and initiatives related to student success
- Future Forward CT is an entrepreneurial start-up organization so there will be many opportunities to take on diverse responsibilities as needed
Desired Experience, Skills, and Mindsets

- Unwavering commitment to the mission of Future Forward CT including a deep belief in the idea that all of our students have the right to an equitable college and career outcome
- At least 2-4 years of experience with a focus on enrollment preferred
- Willingness and ability to work some weekend and evening hours to accommodate schedules of working adults
- Experience managing significant projects
- Data management experience is a plus
- Experience managing a caseload of students and/or other clients
- Comfort with tech platforms
- Proven creativity, initiative, and interest to build new programs
- Well developed data analysis, customer service, and organizational skills with the ability to quickly assess the profile and needs of prospective students and tailor our message and process to them as appropriate
- A proven ability to interact and relate well with a range of people from diverse backgrounds and quickly build meaningful relationships
- Excellent written and verbal communication skills, with the ability to organize and express ideas in a clear, succinct, accurate, and compelling manner
- Excellent attention to detail, ability to work both independently and as part of a team in a fast-paced environment
- Reflective and responsive to feedback
- Perseverant, goal-oriented, and organized

Compensation

This is a full-time position. The salary range is $60,000-$75,000 per year based on qualifications and experience. Benefits include: generous paid time off, health, dental, vision, and 401(k).

How to Apply

Please submit your application [here](#). Note: the priority application deadline is January 16, 2024. After this date we do not guarantee review of submissions.

*Future Forward CT is an equal-opportunity employer and does not discriminate on the basis of race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. We value diversity and encourage candidates from historically underrepresented backgrounds to apply.*