



Title: Success Coach – SAZ Bilingual Outreach Specialist

Reports to: Program Director

Status: Full-time, exempt

Location: Tucson, AZ

Salary: \$35,000

About Earn to Learn

Earn to Learn (ETL) supports low-income students to complete university through matched-savings scholarships, financial education, and success coaching. ETL is a collaborative effort between Arizona State University, Northern Arizona University, and The University of Arizona. It is designed to provide students with the opportunities, incentives, education and support critical to becoming a college graduate-debt free and ready to enter the workforce. We work in a fast-paced and evolving market-place that requires flexibility and adaptability. All positions with ETL require self-starters and empowered individuals that do not require daily, direct supervision. Team members must be comfortable taking ownership of their position and taking initiative to seek out support and clarification when needed.

Summary of Position

Success Coaches are ETL's front-line staff and the face of the organization. Each coach is part of a team of coaches who are responsible for the essential work and primary service provision of the organization's savings-to-scholarship program. They have direct contact with the students and their families, providing individual and group "coaching" to ensure college readiness upon entry into university, promote persistence to graduation, and prepare students to succeed after college.

The Outreach Specialist has primary implementation and administrative responsibility for Outreach activities across southern Arizona (SAZ) and may assist with statewide administration of the Outreach program. This includes helping manage the process (identifying, scheduling, presenting to, following up with, and tracking of students and partners on behalf of the entire ETL team) and reporting on the progress and outcomes to the Outreach Team Lead and Program Director. The Outreach Specialist is required to work collaboratively with the other success coaches in their region (SAZ) and on their function team (Outreach). The outreach function is the highest priority for the outreach coordinator, but assisting with interviewing, determining eligibility, and enrolling and coaching ETL students as needed is important for all success coaches.

Primary Duties & Responsibilities

- Responsible for outreach delivered in English and Spanish in the local Tucson community as well as surrounding counties. Outreach requires having a presence in the local school districts, having face time with the students across SAZ, and building partnerships
- Recruitment of low-income, ETL eligible, students. Recruitment entails spreading the word of ETL, locating eligible students, and having them complete the pre-application
- Responsible for encouraging completion of the 3-hour Financial Literacy component of the application and ensuring students are ready for the interview phase
- Works to identify, build and nurture potential partnerships with schools, organizations serving similar populations as ETL, and other groups with compatible goals and overlapping interests
- Responds to all public inquiries and serves as a resource to families by providing guidance throughout the ETL application process
- Prepares routine correspondence, assists with monthly contact of participants; phone calls, emails and texts.
- Ensures periodic communication with potential savers, schools, and partners.
- Notates files for each participant interaction and tracks progress in Outcome Tracker, the ETL database
- Translates documents and outside communications from English to Spanish
- Maintains security and confidentiality of all participant information



Secondary Responsibilities

- Contribute to resource lists for ETL participants to assist in the areas of (included but not limited to) academic preparedness, campus connection, transportation, affordable housing, and health care.
- Interviews and conducts enrollment appointments with applicants/families in English and Spanish.
- Work with the Enrollment Team to collect and review documents for the purpose of income qualifying potential ETL students
- Determines applicant pre-eligibility by following appropriate guidelines with the use of training materials.
- Ensures successful opening of special matched savings accounts called Individual Development Accounts (IDAs).

Qualifications

Required:

- Bachelor's degree in a related field (education, social work, or other social sciences)
- Two years direct service experience with low and moderate income populations
- One year of bilingual outreach experience

Desired:

- Two years of outreach management in the field of education or other relevant experience
- Knowledge of and familiarity with Access based databases or other queryable database systems
- Experience with relationship and/or partnership building

Other relevant experience will be considered as substitutes for above qualifications, but at the complete discretion of management.

Knowledge & Skills

- Must have extremely strong communication skills (non-verbal, verbal, written & listening)
- Bilingual (Spanish and English) speaking, grammar, composition
- Highly proficient with Microsoft Excel (formatting, use of basic formulas including "if" functions, data sorting, etc.).
- Must be a strong team-player. A team approach is core to ETL
- Must be able to work and produce results with limited day to day supervision
- Comfortable conducting presentations to both large and small groups with minimal training
- Sensitivity to the issues of multicultural and multigenerational individuals and their families
- Fast learner with the ability to troubleshoot minor problems
- Exemplary time and task management skills
- Ability to serve as an ambassador of ETL when interacting within the community to promote our services
- Attend staff workshops, webinars, and other community provided trainings as ETL sees fit.
- Comfortable with "cold calling" schools, counselors, organizations, potential partners to attempt to set up information sessions
- Highly disciplined and organized

Other Required Proficiencies and Expectations

- **Availability:** The ETL program primarily serves low-income students and their working family members. It is essential that team members are sensitive to the schedules of our participants and are flexible in allocating their time. Weekly schedules may vary greatly and are dependent on program cycles. Evening and Weekend work will be required occasionally. Travel within Pima County will be required. Travel across the entire SAZ region is also required but will be limited to the heavier recruitment season. Travel within the state including to statewide team meetings, trainings, etc. will be required rarely.



- **Technology:** Be comfortable in a “virtual office” environment as the geographic dispersion of staff across Arizona requires virtual communications and adherence to systems that support this type of workplace . Familiarity with and a desire to increase competency with software and online platforms that are utilized by the organization is required.
- **Team Contribution/Leadership:** ETL hires team members who will add to the organization and play an integral role in providing feedback and suggestions for streamlining the programs overall process. Management of the teams is via a team captain/team member approach, not a typical hierarchy of manager/subordinate.