



COMMUNITY FOUNDATION TAMPA BAY

JOB TITLE:	Completion Coach, LEAP Tampa Bay College Access Network
REPORTS TO:	Senior Director, Community Impact, LEAP Tampa Bay College Access Network
EMPLOYMENT TYPE:	Full-Time
STATUS:	Salary; Exempt
HOURS:	40 hours per week
SCHEDULE:	Monday – Friday; 8:30 AM – 5:00 PM
LOCATION:	Tampa, FL 33607
FLEXIBLE WORK LOCATION:	Hybrid
TRAVEL:	Local travel required

SUMMARY:

The Completion Coach, LEAP is a key professional for the LEAP Tampa Bay College Access Network, which works to help more people complete education and training after high school. The LEAP network is a community leadership initiative of the Community Foundation Tampa Bay with a special focus on equity and serving diverse populations. LEAP accomplishes its goals through collaboration among community partners. The Completion Coach helps recruit, retain, and support adult learners who have earned some college credit, but have not attained an academic credential. This individual will interact with students across the Tampa Bay area (includes Hillsborough, Pinellas, Manatee and Sarasota) and provide local resources and support to help guide students from initial interest through coursework and graduation. They will lead outreach efforts through marketing campaigns by utilizing tools such as CRM software (Salesforce) to assist students on how they can return. The individual will develop relationships with local schools and organizations and guide the student to all necessary resources. They will work with individuals to help navigate and align career goals with available academic programs at Hillsborough Community College, Hillsborough Technical Colleges, Pinellas Technical College, St. Petersburg College, State College of Florida and University of South Florida. The position also guides the activities of some of LEAP's volunteer work groups.

ESSENTIAL DUTIES AND RESPONSIBILITIES *(including, but not limited to):*

LEAP Responsibilities (90%):

- Lead outreach efforts through marketing campaigns by utilizing tools such as CRM software to assist students on how they can return.
- Provide local resources and support to help guide students from initial interest through coursework and graduation.
- Schedule, convene and lead partner meetings and taskforce convenings.
- As appropriate, lead group discussions resulting in program goals and evaluation methods.
- Engage in the collaborative research and recommendations for a data sharing tool among partners, as well as the data tracking and alignment processes.
- Engage in collaborative discussion around data tracking and alignment across partners.
- Track tangible and qualitative results from ongoing activities to support project's storytelling, grant reporting and fund development.
- Represent the LEAP Tampa Bay at events and activities, as requested.

- Convene and lead identified LEAP Work Groups in their programmatic discussions, decisions and implementation in pursuit of the overarching network goal. As appropriate, lead group discussions resulting in program goals and evaluation methods.

Foundation Responsibilities (10%):

- Provide support for CFTB's Community Impact activities such as grant selection and distribution, as well as supporting entire Foundation team with events and maintaining cross-sector partnerships.

KNOWLEDGE AND EXPERIENCE REQUIRED:

- Bachelor's degree or equivalent.
- Two (2) to five (5) years of experience working with students in a recruiter, guidance counselor/advisor, or case manager role, including some background working with adult or "non-traditional" students and diverse communities.
- Experience with social service case management and referrals.
- Knowledge and experience of higher education and programs.

SKILLS REQUIRED:

- Strong time management, people skills, flexibility, and multitasking ability to prioritize tasks and meet deadlines.
- Excellent attention to detail and organizational skills.
- Advanced computer skills, including a high degree of proficiency in Microsoft Word, Excel, Outlook, and PowerPoint, with aptitude to learn new software and systems.
- Knowledge and experience working with customer relationship management databases; Salesforce experience a plus.
- Ability to effectively communicate verbally, writing, and reading in English and Spanish, preferred.
- Ability to communicate, both verbally and in writing, effectively with staff, clients, committee members, and Board of Trustees.
- Strong collaboration skills and experience working with community partners to identify and align available social service needs.

BEHAVIORS REQUIRED:

- Customer-service orientation.
- Highly motivated with the ability to show initiative.
- Ability to be discreet and handle highly sensitive/confidential information in a responsible manner.
- Ability to handle diverse, simultaneous tasks, meet deadlines, and attend to follow through.
- A positive outlook and vision.
- Must stand by the service we deliver.
- Strong professionalism both in appearance and presentation.
- Ability to work independently and in teams/groups.

PHYSICAL DEMANDS:

Light to moderate physical activity performing strenuous daily activities of an administrative nature to include:

- Sitting, standing, and/or walking for an extended period of time.
- Ability to lift up to 25 lbs.
- Working in a well-lighted, heated, and/or air-conditioned indoor office setting with adequate ventilation.
- Using manual dexterity sufficient to handle/reach items and work with hands and fingers.
- Using close, distant, and peripheral vision and depth perception.

TRAVEL DEMANDS:

- Local travel required.
- Must have reliable transportation and ability to travel to various community-based meetings and events.

ABOUT THE COMMUNITY FOUNDATION OF TAMPA BAY

The mission of the Community Foundation is to build a vibrant, prosperous community through transformative vision, leadership, and philanthropy. The Community Foundation Tampa Bay has been growing philanthropy in the Tampa Bay region for more than three decades. Across Hillsborough, Pinellas, Pasco, Hernando, and Citrus counties, we work with donors to identify and support those initiatives and organizations that improve the quality of life in our community.

Through our Donor Advised Funds, Family Foundations, and Community Endowments, we can help donors grow, manage, and direct their philanthropy. By combining donors' vision with the tools and expertise of the Community Foundation, we can build a better community today and for generations to come.

For more information, visit www.cftampabay.org.

ABOUT LEAP TAMPA BAY

LEAP Tampa Bay is a network of more than 60 community partners committed to changing lives by connecting residents to education and training beyond high school. A cross-sector network convened to promote their community-wide commitment to college access and attainment, LEAP leaders use a collective impact model of collaboration to guide coordinated need-based strategies by partners from across business, education, government and non-profits. All the work is geared at increasing attainment of high-quality college degrees and career and technical training credentials to help build Tampa Bay's workforce talent base. LEAP intentionally seeks equity in education so all people have the opportunity for economic prosperity. For more information, visit <https://www.leaptampabay.org/>.

Equal Employment Opportunity

It is our policy to provide an equal employment opportunity to all individuals. We are committed to a diverse workforce. We value all employees' talents and support an environment that is inclusive and respectful. CFTB will not tolerate discrimination, including harassment, in the workplace. CFTB does not discriminate against anyone based on race, color, religion, sex (including pregnancy), national origin, age, physical or mental disability, protected veteran or military status, genetic information or any other trait that is protected under local, state or federal law.

Status: Open until filled

Contact: Senior Director, Community Impact and LEAP Tampa Bay College Access Network

Interested individuals should submit

- ✓ resume,
- ✓ cover letter,
- ✓ references (two business and one personal) and
- ✓ salary history to: info@cftampabay.org

NOTE:

Please put the job title for this position in the subject header of your email.

No phone calls or faxes.

Submissions will not be considered without a cover letter.

No job description or policy of Community Foundation Tampa Bay may be interpreted to allow any employee or representative to violate local, state, or federal law.