

Ad for New Position Student Support and Outreach Manager

Overview of the Position

Category: Permanent, Full-Time
On-Site Position: 9100 Bathurst Street, Thornhill, Ontario
Hours: Monday to Friday, 8:30 am to 4:30 pm
Salary Range: \$45,000 to \$55,000

Description

The **Student Support and Outreach Manager** works to support the success of the Rudolf Steiner College Canada's (RSCC's) vocational programs and adult education programs. The position reports to the executive director and works closely with program directors, volunteers, and contractors. The role has four main functions.

1) Participating in marketing, promotions, and outreach efforts to attract new students

- Contributes to the development of an annual promotions and advertising plan and oversees the execution of this plan
- Contributes to the development and distribution of specific promotional materials (e.g., organizing testimonials from former students for the website)
- Maintains direct contact with key student referral sources at Waldorf schools and other organizations
- Organizes outreach opportunities for student recruitment for various programs (e.g., an open house on Waldorf teacher education)

2) Supporting prospective students through the admission process

- Responds promptly to all phone and email inquiries regarding programs in a positive and professional manner
- Provides the first point of contact for prospective students and follows up to ensure prospective students are supported through the enrollment process
- Processes applications for teacher education and other programs: full-time program, part-time programs, foundation studies, summer festival
- Addresses questions regarding programs and sets up meetings between prospective students and program directors as required
- Supports students in applying for various forms of tuition assistance including the Vidar Loan Program
- Works to develop responses to frequently asked questions to ensure prospective students receive consistent verbal and written messaging regarding programs and tuition assistance opportunities

3) Supporting enrolled students to enhance course participation and student experience

- Supports the overall ambiance of the college by providing an open, engaging and supportive environment
- Provides information to enrolled students on all administrative aspects of their program
- Provides the first point of contact for student questions, forwarding them to the executive director or program directors as required
- Supports program directors with administrative and logistical tasks related to the various programs (e.g., organizing a field trip to a biodynamic farm, supporting successful student placements at Waldorf schools)

4) General office management and administrative duties

- Provides general reception function for the college, greeting visitors, answering the phone when possible, responding to voice-mail, managing the general email
- Provides support to the executive director and program directors with a wide variety of general office and administrative duties (e.g., proof-reading fundraising applications, helping to prepare draft reports to a regulatory body, printing and collating materials for distribution)
- Contributes to the development and formalizing of office management procedures as the organization continues to grow
- Assists in maintaining the contact database and other record-keeping as required

Qualifications

Enthusiasm for and knowledge of anthroposophy and Waldorf education

Excellent interpersonal skills required to represent the college to the public

Positive and supportive attitude as required to address the needs of enrolled students

Strong writing and communication skills

An interest in promotions and outreach

Ability to juggle multiple tasks, setting priorities in consultation with the executive director

Application Process:

Please send a cover letter and resume to executive director James Brian at jbrian@rsc.ca. Interviews will be held in person or on Zoom in August 2022. For more information on RSCC please see www.rsc.ca