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(<http://www.ubalt.edu/about-ub/pandemic-planning/index.cfm>)

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Click here (<http://www.ubalt.edu/jobs>) to view a list of current vacancies.

## **Program Manager, Second Chance Program**

### **School of Criminal Justice - College of Public Affairs**

#### **Vacancy Number 301121**

Position Type: Regular, full-time exempt position with full, competitive benefits package

Opens: 02/11/21 **Closes: 03/16/21**

Salary: Commensurate with qualifications

This position serves the Second Chance College Program in the College of Public Affairs. The Program Manager will manage all academic activities for the University of Baltimore's Second Chance College Program located at the Jessup Correctional Institution (JCI). Academic activities include overseeing the admissions and financial aid process, course enrollment, and academic advising. Additionally, the Program Manager will address any issues that come up with regard to the academic experience, from attendance to addressing needs for the classroom space, and student support services. This position will engage with college students at the prison, correctional staff, faculty, program staff, UB administrative staff, and other stakeholders to effectively deliver a high-quality college program at JCI. Working with various departments at the University will be a key role and necessary component of operating the program. Additionally, key responsibilities will involve supervising program support staff, student workers, and volunteers.

***This position will begin work virtually, and will eventually shift to be in-person at both JCI and UB's campus once COVID-19 restrictions are lifted.***

**We look forward to receiving your required electronic application with a cover letter and resume and learning about your interest in and qualifications for our vacancy. Please save your required cover letter and resume as one document and attach it in the resume location.**

Key Responsibilities

The Program Manager coordinates all academic activities for the program including the following:

- Gathers admissions material from prospective students.
- Provides information to prospective students on admission and financial aid process.
- Serves as primary contact at JCI for admissions and financial aid.
- Assists applicants and current students with completing FAFSA.
- Acts as liaison between students and UB admissions and financial aid offices.
- Manages admissions database and communicates to applicants about admissions or waitlist status.
- Assists students with course enrollment each semester.
- Provides academic advising to enrolled students.
- Serves as the direct contact with JCI case management to ensure faculty and staff entry, and to obtain permission for books/supplies/course material.
- Serves as on-site supervisor for faculty, staff, student workers, volunteers.
- Ensures the implementation of student academic services such as tutoring, computer access, and advising.

### **Required Qualifications**

*Education:* Bachelor's Degree in education, higher education, or other related fields.

*Experience:* Minimum three years of experience working in higher education administration. Experience supervising staff or student workers is required.

Also requires valid driver's license and ability to travel to Jessup, MD.

### **Preferred Qualifications**

*Education:* Advanced degree in education, higher education, or other related fields.

*Experience:* Minimum five years of management experience in either admissions, enrollment services, and/or student advising. Experience leading and supervising multiple staff. Experience working with underserved or marginalized student populations.

### **Required Knowledge, Skills, and Abilities**

- Strong communication, interpersonal, and organizational skills
- Ability to work with diverse student populations
- Ability to identify student academic needs and be proactive and innovative at addressing them
- Ability to listen empathetically to student concerns
- Ability to think critically and fast to solve challenging problems
- Willingness to work in a restrictive environment
- Strong leadership skills to supervise multiple staff, student workers, and volunteers
- Valid driver's license and ability to travel to Jessup, MD

The University of Baltimore ("UB" or "University") does not discriminate on the basis of sex, gender, race, religion, age, disability, national origin, ethnicity, sexual orientation, gender identity, or other legally protected characteristics in its programs, activities or employment practices. UB is an Equal Opportunity/Affirmative Action/ADA Compliant Employer & Title IX Institution.

**We appreciate your interest in our recruitment. Please review the information below before you visit [http://www.ubalt.edu/candidate\\_gateway/erecruit.html](http://www.ubalt.edu/candidate_gateway/erecruit.html) ([http://www.ubalt.edu/candidate\\_gateway/erecruit.html](http://www.ubalt.edu/candidate_gateway/erecruit.html)) to apply.**

**We need to receive your electronic application in our system by the vacancy closing date in order to consider you for the vacancy. Information follows about submitting the electronic application and attaching your required cover letter and resume.**

## **Applicant Instructions: Using Candidate Gateway to View and Apply for UB Vacancies**

The Candidate Gateway system serves as your connection to the University of Baltimore's job application process. It is a free, safe and secure way for you to apply for the job you want, and it allows the Office of Human Resources to maintain accurate records. Your use of the system does not require you to surrender any of your rights to privacy or confidentiality during the application process. Only qualified members of UB's Human Resources team and members of the relevant search committee can access your application information. The search committee will not have access to any information you provide to HR for affirmative action reporting purposes.

Please read and print the information below before you apply, and refer to it as you enter your application.

### **NAVIGATION**

#### **A - COVER LETTER AND RESUME ATTACHMENT AND UPLOAD**

Before you apply:

- **Save one PDF or Word file with your cover letter, resume, and any additional information you would like to have considered.**

When you apply:

- In Candidate Gateway: Click "Browse" to access the Word or PDF document you saved with all of your documents.
- Then, click "Upload" to attach it.
- Click "Continue" to continue the application process.

#### **B - ENTER DATA ON THE FOLLOWING PAGES:**

Each page shows this display:

Previous Save Submit Close Application Careers Home NEXT

above and below the required data for the four categories shown above.

Click “Save” to save the data you entered on that page. The message “You have successfully submitted your job application.” confirms only that you entered that page of information into the system. You must click “Next” to continue and complete the entire application process.

1. Current and Prior Employment/Work Experience:

- Enter employment information relevant to your position of interest.
- You can use the first day of the month wherever dates are required.
- After you enter your work experience, click “Save,” then click “Next.”

2. Education/Education History and References:

- Use the dropdown to enter your highest education level. **Entering this information is required.**
- Then, only college and university information is required. Click the plus sign to the left of the “Postsecondary Education” link to enter that information.
- For country, enter USA or click the hourglass to select another country.
- You can use the first day of the month wherever dates are required.
- Click the plus sign to the left of “References” to enter two professional references.
- After you enter your education information and references, click “Save,” then click “Next.”

3. How did you find out about us/how did you find out about the job?

- After you enter this information, click “Save,” then click “Next.”

4. Online Questionnaire/Application Questionnaire: Answer the questions requiring a yes or no response. After you answer them, click “Submit.” This leads you to the Submit Online Application page.

## C – SUBMIT ONLINE APPLICATION

To apply for your selected job: When you reach the “Submit Online Application” page shown below, you must click “I agree to these terms” and then click the “Submit” button at the end of the screen. After you click “Submit,” then you will see this information at the top of your screen:

### My Applications

Thank you for your interest in employment at the University of Baltimore. HR will process your application documents for the search committee’s consideration.

Note: This screen will also show additional information about the selection process and Office of Human Resources contact information.

### Questions/Help

If you have trouble viewing our job postings or applying for the vacancy, contact [ubhrcareers@ubalt.edu](mailto:ubhrcareers@ubalt.edu) (mailto:pmason@ubalt.edu) for assistance.

### TO APPLY:

**External applicants:** Review the vacancy announcement at [http://www.ubalt.edu/candidate\\_gateway/erecruit.html](http://www.ubalt.edu/candidate_gateway/erecruit.html)

([http://www.ubalt.edu/candidate\\_gateway/erecruit.html](http://www.ubalt.edu/candidate_gateway/erecruit.html)) and click the external applicant link to apply.

**Internal applicants (students taking classes at UB and current employees)** with login and password for MyUB: use the internal applicant link, log into My UB, then click the “View or Apply for Job Positions” link on the left.

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<http://www.ubalt.edu/hr> (<https://myub.ubalt.edu/>, DanaInfo=[www.ubalt.edu/hr](http://www.ubalt.edu/hr))

- Never use the Internet Explorer “Back” and “Forward” arrows to navigate. You will lose the information you have submitted.
- To navigate between pages, use the “Next,” “Previous,” and “Return to Previous Page” buttons.
- Use the “Save” button to save your information so you can return to it later and complete your application. Using “Save” does not complete the process to apply for a job opening.

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