



Alumni Program Manager

Our Organization

The Surge Institute is a leadership accelerator with a simple but important mission: Develop and elevate leaders of color who create transformative change for children, families, and communities.

The Institute's programming was designed to identify and invest in emerging diverse talent and empower them to change the landscape of education by providing them with a unique leadership development experience. We go beyond training. We connect, support and elevate; and we do it all in love and through community.

Learn more about Surge's [journey](#) and [impact](#) by visiting our website.

In the 2022-24 Surge Institute strategic plan, alumni engagement is highlighted as one of three main pillars for desired impact. As the alumni community expands with each passing year, supporting our alumni to achieve personal and professional impact is central to Surge achieving its mission.

Position Objective

The Alumni Programs Manager is responsible for leading the planning and execution of the alumni services strategic plan and for supporting efforts to connect, elevate and support Surge alumni. This role is aligned with the second pillar of the Surge Strategic Plan, Fuel. The Alumni Program Manager is responsible for ensuring successful execution and measurement of alumni programming. This includes obtaining & using alumni feedback to drive programming, and connection with Academy and local sites to support alumni impact, satisfaction, growth, and connection.

This position reports to the Vice President of Alumni Impact.

Essential Functions

- Collaborate with VP of Alumni Impact to plan and execute the alumni services strategy including:
 - o Conducting and analyzing annual alumni survey.
 - o Conducting outreach, engaging staff, alumni leadership councils, funding partners, and others in executing the annual strategy.
 - o Supporting efforts to ensure that needs for each specific location are supported and aligned when possible across sites by collaborating with local sites to provide national and



local alumni programming and events, leveraging site-based relationships and landscape needs.

o Supporting development and execution of alumni events and programs both online and in-person.

- Manage alumni database, including names, roles, organizations, development needs, contributions to Surge, for data analysis and aggregation purposes, and for use throughout the organization.
- Manage alumni engagement tools including online platform for knowledge sharing, job sharing and virtual engagement across locations.
- Manage budget including tracking expenses.
- Represent Surge and assist staff at events, conferences and other meetings as necessary.
- Report to work on a regular basis and is available for occasional after hours emergency calls and projects.

Education & Experience

- Passion for and connection with African-American, Latinx, and Asian / Pacific Islander communities, with history of successful collaboration across many different stakeholder groups
- Minimum 5 years of experience in program administration, operations, development or related field.
- A successful history of creating and executing operational plans that include location, meals, materials, site coordination, and other site-based needs.
- A high degree of professionalism and the ability to handle sensitive information with discretion.
- Strong communications skills both written and oral.
- Ability to thrive in a fast-paced environment.
- Ability to problem-solve, be resourceful, flexible and creative.
- Bachelor's degree required in education, business or relevant field

Personal Characteristics

- Professional presence and ability to build authentic relationships with staff, fellows, alumni, and organizational partners, in-person and online
- Ability to thrive in a fast-paced and nationwide environment and willingness to “roll up sleeves” to get things done
- Fervent attention to detail and ability to manage multiple priorities



- Strong oral and written communications skills
- A high degree of professionalism and the ability to handle sensitive information with discretion
- Creative problem-solving acumen with the ability to identify and address issues proactively
- Humility and ability to build strong teams that complement one's own opportunity areas or weaknesses
- A good sense of humor, positive attitude, and high degree of flexibility, dedication, resourcefulness, energy, and creativity
- Ability to understand and LIVE the mission and brand of The Surge Institute

Compensation and Benefits

- Surge Institute offers a competitive salary, commensurate with experience. The salary range for this role is \$60,000 - \$72,000
- A comprehensive benefits package including unlimited PTO, 401k retirement plan, annual performance bonus eligibility up to 10%, and a variety of other benefits are offered by Surge.

Conditions

This role is a remote position and will require occasional travel, irregular hours, and occasional lifting.

The Surge Institute does not discriminate on the basis of race, color, religion, ethnic or national origin, age, disability, gender, sexual orientation, or other characteristic covered by law with regard to employment opportunities.