RHODE ISLAND STUDENT LOAN AUTHORITY

Job Title: Director of School Relations

Department: Administration **FLSA: Exempt**

Reports To: Executive Director

Job Summary: The purpose of the Director of School Relations position is to create, nurture, manage and maintain a productive business relationship with colleges and universities, ensuring they understand the value of and achieve maximize benefits from the use of RISLA's State-Based College Loans and other RISLA offerings. This position is critical in assuring customer satisfaction and retention through direct, day-to-day contact with customers (by phone and email) and through visits to these institutions. Secondary support services may include listening for opportunities to expand the offerings of RISLA to meet the needs of students, families and schools (a way of bringing additional value to the client relationship), which can/should be leveraged whenever possible. This position requires outstanding attention to detail and tactical problem-solving skills (including issue escalation and management); but just as importantly, the ability to proactively drive solutions.

Skills/Education:

- Bachelor's Degree (Master's preferred) in Business, Marketing or a business related field.
- Exhibit confidence in self and others; inspires and motivates others to perform well; effectively influences actions and opinions of others; manages difficult or emotional customer situations; responds promptly to client needs; focuses on conflict resolution and seeks the highest degree of accountability; remains open to others' ideas and tries new things.
- Exceptional communication and interaction skills that will enable the executive to work successfully to drive the adoption of programs.
- Speak clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.
- Leadership and team building experience that will enable the executive to build a team in support of organization needs.
- 10+ years of progressive leadership experience in the educational financing field.

Job Responsibilities:

- Understand business implications of decisions; demonstrate knowledge of market and competition; align work with strategic goals.

- Prepare annual loan volume estimates by institution and loan type for the purpose of appropriately sizing bond transactions.
- Responsible for achieving volume projections and updating management at least monthly on actual results.
- Manage school relations activities through proficient management of resources and timely resolution of issues.
- Display original thinking and creativity; meet challenges with resourcefulness; generate suggestions for improving work; develop innovative approaches and ideas; present ideas and information in a manner that gets others' attention.
- Work as a team member to achieve relationship development and growth goals and objectives.
- Identify, cultivate and expand customer relationships through developing and maintaining an understanding of customer’s needs.
- Demonstrate knowledge of RISLA products, services and capabilities.
- Participate in industry associations and attend conferences, forums and training that will increase knowledge.
- Manage staff as applicable