**Student Agencies Tutoring (SAT) General Manager**

**Purpose:** As the General Manager of Student Agencies Tutoring, you have the unique opportunity to launch, develop and expand our organization’s next big venture. Your position will be stimulating and challenging but also extremely rewarding. In turn, we are seeking entrepreneurially-minded individuals who are confident in their ability to take the initiative on large projects. To be successful, you must be comfortable navigating through a course of unexpected obstacles and uncertainties to develop a successful business venture. You must be strategic and forward-thinking as you construct and implement a business plan. Most of all, you must be personally invested in your work and strive for success above all else.

Along with managing all aspects of Student Agencies Tutoring (SAT), both managers are expected to meet weekly with the President, Director of Operations, and CEO to update him/her on financial issues, organizational challenges, and project progress. You will also craft a financial budget and strategic business plan that guide them during the year, and aid in the recruitment and training of new managers at the end of their term.

**Hourly Requirement:** This position requires the manager to work part-time (10-20 hours per week) during the academic year and full-time during the summer (35-40 hours per week).

**Job Description**

The following job description paints a more complete picture of the skills that we are looking for. The following section will show the broad tasks that the General Manager is expected to perform. Though the job is comprehensive, many of the skills required to successfully execute these responsibilities are learned/perfected during training.

**Main Responsibilities:**

* **Build the Business**
  + Develop screening and training process for SAT’s tutors
  + Work with tutors to establish curriculum and lesson plans
  + Fine tune core service offerings and explore new growth opportunities
  + Refine SAT’s website to reflect service offerings and appeal to potential customers
  + Establish and institutionalize company policies for operations and general business conduct (ex. cancellation, payment, rescheduling, refunds, etc.)
  + Capture full breadth of long-term and day-day responsibilities by building an official training manual to standardize management procedures
* **Develop a Comprehensive Marketing Strategy**
  + Research and identify target market populations (by geography, demographics, etc.)
  + Find channels to reach target audience (online, in-person, word of mouth, etc.)
  + Capture core values/competencies in strategic marketing approach for client outreach
  + Implement marketing plan and establish key client pipelines
* **Form Partnerships**
  + Identify strategic partners in Cornell and general public community
  + Recognize incentives for partner organizations/individuals and associated benefits for SAT
  + Craft partnership proposals and effectively communicate opportunity to target organizations/individuals
  + Secure partnership terms and establish ongoing relations
* **Lead and Collaborate**
  + Drive overall business development and growth process
  + Collaborate with allocated internal resources (Board Committees, student executive team, CEO, etc.) to refine vision and implement goals; capitalize on feedback/criticism to address crucial challenges
  + Effectively communicate progress on key initiatives and provide direction for short-term/long-term development strategy to SAI Board of Directors
* **Manage Operations**
  + Oversee all business operations for Student Agencies Tutoring
  + Recruit and train tutors
  + Manage client and tutor experience
  + Procure clientele to generate healthy revenue stream
  + Meet or exceed budgeted financial goals
* **Maintain Day-to-Day/General Responsibilities**
  + Keep up-to-date on emails, voicemails, communications, client meetings, etc.
  + Contribute to the overall benefit of SAI by participating in meetings, office hours, team projects, corporate recruiting/orientation/training and aiding other businesses when necessary
  + Honor all deadlines and action plans
  + Aid in the transition of the next manager by keeping organized records and creating an official training manual
  + Foster long-term business growth and development

**Necessary Skills:**

* **Strong Initiative:** As the General Manger, YOU will lead the business development process for Student Agencies Tutoring. You will need to form your own data-driven opinions to guide your vision and implement your development plan. While you will have internal support to offer feedback on your progress, you must take the initiative in setting the course for Student Agencies Tutoring.
* **Resilience in Face of Uncertainty:** You will frequently be faced with uncertainty as you encounter various challenges throughout the development process. To be successful, you must power through the urge to freeze up and, instead, take these moments as opportunities to improve the business.
* **Communication skills:** Since each branch requires some sort of interaction between the GM and an outside partner/client, it is imperative that each GM is able to gauge interest, initiate and hold a conversation, and communicate effectively on an interpersonal level.
* **Teamwork:** Much of the success of the SAT management team is based on their ability to understand each individuals’ strengths and weaknesses, establish an effective channel and level of communication, and compliment each other while completing various tasks. The managers should also seek consultation from SAI’s professional staff to take full advantage of their institutional knowledge.
* **Organization/Time Management:** It is imperative that SAT managers are able to effectively delegate, manage, and balance various appointments, many client relationships, multiple product lines, and a full Cornell undergraduate schedule.
* **Creativity:** As SAT is in a crucial stage of growth and development, it is imperative that each GM have a sense of innovation and creativity while being resourceful in taking advantage of all networks and opportunities. Similarly, the ability to think on one’s feet can help a GM approach their various clientele and identify new opportunities.
* **Self Management:** While the GMs work closely together, there is a significant amount of individual work that requires a manager to check their own progress, create their own projects, and manage themselves. It is key to the functioning of the business that both managers are able to maintain an independent schedule, stick to deadlines without being overseen, and create their own business plans. Someone who is dedicated and internally-motivated will succeed in this position.

**What We’re Looking For:**

We are looking for two dedicated, passionate, and hard-working students with an interest in business development/strategy, marketing, and management. These are the following qualities that we are looking for:

* A confident, professional manager that is motivated, organized, and resourceful
* A student that can take direction/critiques well
* Someone who works well in both a team and individual setting with little direction
* A person who is able to balance their schedule while prioritizing Student Agencies Tutoring

If this sounds like you, apply today!