

## Expert Guide *FirstGen Forward*

### **About FirstGen Forward**

**FirstGen Forward**, formerly the Center for First-generation Student Success, is the premier source of evidence-based practices, professional development, and knowledge creation for the higher education community, advancing the success of first-generation students. Our vision is focused on transforming higher education to effectively serve first-generation students, empowering their success in education, career, and life, while strengthening the broader field of student success.

FirstGen Forward remains a strategic partner with NASPA - Student Affairs Administrators in Higher Education, and they support FirstGen Forward's organizational operations. FirstGen Forward staff are employees of NASPA.

### **About NASPA**

NASPA is the leading association for the advancement, health, and sustainability of the student affairs profession. We serve the diverse needs of our community, from vice presidents of student affairs to undergraduate student leaders considering a career in the field. Founded in 1919, NASPA includes more than 15,000 members in all 50 states, 29 countries, and 8 U.S. Territories. Guided by the principles of integrity, innovation, inclusion, and inquiry, we are dedicated to empowering our members to realize their full potential and to cultivating student success in collaboration with our institutional members, who represent every sector of higher education. NASPA's work is governed by our Code of Ethics. [Read more here.](#)

### **About the Position**

FirstGen Forward is hiring for an **Expert Guide**

Expert Guidance is a hallmark of the FirstGen Forward Network experience. Expert Guidance partners higher education and first-generation content experts with FirstGen Forward Network institutions to support the successful completion of each programmatic element and deliver support customized to institutional needs.

The **Expert Guide** will lead day-to-day management of institutional partner relationships, communications, milestone progress, and relevant data analysis and reporting. The Expert Guide will be assigned a set of partner higher education institutions to offer customized coaching and support across the experience. The Expert Guide will also serve as the primary point of contact and oversee institutional engagement in Network activities and collaborations, with particular attention to supporting participation by Minority Serving Institutions (MSIs), Historically Black Colleges and Universities (HBCUs), and two-year institutions. Additionally, this role will support program management with responsibility for tracking, monitoring, and

reporting on cohort milestones, program initiatives, and key performance outcomes to ensure alignment with organizational goals. This role coordinates data collection and progress updates across the Network, identifies risks or gaps in implementation, and develops clear reports and dashboards that communicate program impact, participant engagement, and operational effectiveness. The position also supports content development and continuous improvement efforts by analyzing trends, recommending process enhancements, and ensuring the timely completion of deliverables and strategic objectives.

***Expert Guidance:***

- Advance the FirstGen Forward Network Leader experience by facilitating workshops, professional development opportunities, and leading monthly individual guidance meetings with institutional partners.
- Train and guide institutional participants through continuous improvement cycles and milestone tracking to ensure progress toward goals.
- Assist institutional partners in identifying key priorities related to first-generation student success and provide support during the driver diagram and implementation processes.
- In collaboration with the Learning & Impact team, develop training elements to ensure consistency for institutional partners throughout the experience
- Provide intentional support and direction to two-year institutions, Historically Black Colleges and Universities, and/or Minority Serving Institutions through Network participation, continuous improvement cycles, and first-generation student success strategies.
- Troubleshoot issues related to Expert Guidance relationships and ensure the supervisor is informed and engaged as appropriate.
- Manage and serve as primary support for a community of practice through the delivery of content and professional development opportunities for FirstGen Forward Network Member participants.
- In collaboration with the FirstGen Forward team, use qualitative and quantitative data-informed insights to guide institutional partner engagement, coaching, and technical assistance, while identifying trends and shaping targeted support strategies.

***Program Management:***

- Track and report on Network-wide cohort milestones, program initiatives, and key performance outcomes; coordinate data collection, monitor progress across the Network, and identify implementation risks or gaps.
- Leverage tools and technology, including but not limited to Asana, to optimize support of network institutions.
- Coordinate collaborations and facilitate engagement across the Network. Support Network-wide content development and continuous improvement by analyzing trends, recommending process enhancements, and ensuring timely completion of deliverables and strategic objectives.

***Additional Responsibilities:***

- Participate in departmental, divisional, and organizational strategic planning, meetings, and projects.
- Support tasks, projects, professional development, and engagement as deemed appropriate.
- Assist in designing and participating in webinars, workshops, and conferences.

- Assists with all-team projects and actively participates in staff meetings and projects.
- Coordinate and direct regional community gatherings facilitated by local practitioners to discuss area-specific challenges.
- Other activities, duties, and responsibilities as assigned to support the organization's mission.

### **Reports To**

The Expert Guide will report to the Assistant Vice President, Network Strategies.

The Expert Guide will not have supervisory responsibilities at this time.

### **Qualifications**

- Education: A master's degree in a relevant field is required; an earned doctorate is preferred. Relevant professional certifications, credentials, or specialized training aligned with the role will also be considered.
- Experience in higher education or relevant fields with five or more years of full-time, professional experience working with or in support of first-generation student populations; serving in a leadership role or across a variety of institutional types is a benefit.
- Familiarity with two-year institutions, Historically Black Colleges and Universities and/or Minority Serving Institutions is a plus.
- A commitment to first-generation student success through professional experience, research interests, and/or practice; experience facilitating on these topics is desired.
- Experience with assessing and aligning multi-functional systems, work processes, and relationships
- Strong project management skills and the capacity to drive multiple projects concurrently
- Demonstrated knowledge and understanding of student development, engagement, and learning theory in practice.
- Understanding of the structure, policies, and procedures of higher education institutions, including administration and academic governance.
- Superior interpersonal, written, and oral communication skills with an emphasis on relationship building, facilitating, public speaking, and presentations and the ability to convey complex information clearly and effectively to diverse audiences.
- Prior consulting experience is desired but not required.
- Ability to lead organizational change, inspire innovation, and promote a culture of continuous improvement and adaptability.
- Ability to facilitate a shared vision for organizational effectiveness with work plans that achieve college-wide goals and student outcomes.
- Experience with assessment and institutional effectiveness.
- Superior interpersonal and public speaking skills for diverse audiences.
- Ability to plan, organize, and prioritize work; analyze information, resolve problems, and make recommendations.
- Ability to identify challenges, develop innovative solutions, and adapt to changing circumstances in a dynamic higher education environment.
- Ability to work independently and as part of a team with stakeholders and institution leaders at various levels.

- Proficiency in using Google Suite, learning management software, Qualtrics, and video conferencing software; Asana experience desired.

### **Employment Status:**

Full-time Exempt: Exempt employees by definition, are exempt from overtime compensation requirements of the federal Fair Labor Standards Act, and are required to work as the job demands on a no time limit basis.

This is a grant-funded, 12-month, limited-term position. Any extension is contingent on grant renewal.

Candidates must be authorized to work in the U.S. NASPA, therefore, FirstGen Forward does not initiate, extend, or provide immigration or work visa sponsorship for employment.

### **Salary Range**

The salary range for these positions is: \$75,000-80,000

NASPA offers nationwide comprehensive medical, dental, and vision insurance, a 401(k) retirement plan with automatic employer contribution, flexible work schedule, and paid time-off, including accrued PTO, family leave, community service leave, and holidays.

### **Office Location/Working Conditions/Physical Requirements**

#### Office Location

This position may be based anywhere in the contiguous 48 states. It is the employee's responsibility to provide reliable internet capabilities.

#### Travel

Occasional overnight travel to represent at events, on college and university campuses, and in-person meetings is an essential function of this position. Locations vary and can include sites outside of taxi service from major airports. As a result, the position is required to have the ability to travel independently, including air travel, navigating ground transportation, and occasionally driving a rental car.

#### Physical Requirements

- This position is primarily office-based with primary work on a computer, including phone, email, and video conferencing.
- Responsibilities occasionally may require an adjusted work schedule, overtime, and evening/weekend hours in order to meet deadlines and support events and programs.
- This position will occasionally be required to pack and unpack program materials for shipment, which will require pulling, pushing, lifting, and moving boxes weighing up to 50 pounds.
- This position will occasionally be required to coordinate on-site event execution, which may include moving furniture and other items, navigating event spaces, and communicating verbally with venue staff.

**Commitment to Non-Discrimination Statement**

NASPA and, therefore, FirstGen Forward provide equal employment opportunities for all applicants and employees. NASPA and FirstGen Forward does not discriminate on the basis of race; color, national origin; religion; sex; age; gender identity or expression, affectional or sexual orientation, veteran status, disability, marital status; personal appearance; family responsibilities; genetic information; educational status; political affiliation; unemployment status; place of residence or business; source of income; caste; matriculation; credit information; status as a survivor or family member of a survivor of domestic violence, a sexual offense, or stalking; reproductive health decision making; or any other basis protected by law in any of its policies, employment practices, or in any context in the workplace. When necessary, NASPA and FirstGen Forward also make reasonable accommodations for employees with disabilities.

**To Apply**

Interested candidates should submit the following for consideration:

- Letter of Interest/Cover Letter
  - Include a cover letter outlining experience working with diverse student populations and/or institutions such as MSIs, HBCUs, and community colleges or other two-year institutions.
- Resume
- Three References
- A sample of recent academic or professional writing relevant to this role (no more than three pages, please.)

A complete set of materials should be submitted through [this Asana Form](#). Materials received by **June 22, 2026, at 12:00 pm Noon, PT** will receive priority consideration, but review will continue until the position is filled.

Please send any questions to [hiring@FirstGenForward.org](mailto: hiring@FirstGenForward.org) with the position title in the subject line. No calls, please.