



LRAP is looking for a **Call Center Manager** to join our Student Service team, in Lisle, IL. The role of this position is to lead the outbound calling component of our program, while managing the call team responsible for making calls to students and families.

At LRAP, we're creating positive change in the world by giving college-bound students the freedom to pursue their passions at their college of choice, while ensuring that educational loan debt doesn't hold them back from the career of their dreams after graduation.

Are you looking for a career with a company that's driven by a powerful mission? At LRAP Association, you'll join a team of high performers looking to make a difference in the lives of students and families across the country. We help students have the freedom to realize their greatest ambitions, both on campus and after graduation, without the burden of educational loans.

Why join LRAP? LRAP Association provides our unique, innovative Loan Repayment Assistance Program (LRAP) to colleges and universities across the country. We help students enroll in the college of their choice with the peace of mind to know that if their income after graduation is low, we can help repay their educational loans.

Why else? LRAP is a fast-growing start-up full of dedicated, passionate individuals who delight in coming to work each day knowing that we're making a difference in the lives of thousands of students and their families. This position presents lots of opportunity for growth in your career. Oh, and the comprehensive benefits package is nice too.

Want to learn more about this great opportunity? Check out recent articles in the [Wall Street Journal](#) and [Fortune](#) about our program, or visit myLRAP.org for more information.

We are seeking a professional with a positive, can-do attitude, and a commitment to excellence and high standards.

Essential Responsibilities (not limited to):

- Oversee our outbound calling program, to educate prospective and enrolled students and their families about LRAP, while collecting business insights.
- Manage and train the call team members, to ensure excellent service quality. This includes setting performance goals, and helping cultivate team members to meet and exceed those, through ongoing professional development.
- Monitor and analyze call data, to share reports and insights with the team.
- Speak with students and families about the program and respond to inquiries.
- Identify opportunities for process and systems improvement and help implement changes.
- Work with others to ensure integrity and accuracy of internal information.
- Special projects, extended calling hours, and administrative duties as assigned.

Qualifications (skills and experience):

- BA/BS degree and 1-3 years of mgmt. experience (or 5+ years mgmt. experience).
- Experience in customer service, especially outbound call center operations and call team member supervision.
- Experience in college admissions and/or financial aid office preferred.
- Excellent written and verbal communication skills (including spelling & grammar) and project management skills.
- Comfort working with ambiguity, in a fast-changing business environment.
- Strong proficiency in Microsoft Office (especially Excel and PowerPoint).
- Experience working with Salesforce and other tech systems preferred.
- Initiative and integrity; handle sensitive information with discretion.

- Eagerness to learn and think critically to design process improvements.
- Analytical mindset with good problem-solving skills and strong attention to detail.
- Ability to work in an environment with moderate noise levels.
- High degree of professionalism, flexibility, adaptability, and dependability.

Compensation is commensurate with experience (and includes a performance bonus). We offer a generous benefits package including:

- Health, Dental and Vision insurance
- Life insurance
- Short and Long-Term Disability insurance
- Retirement Plan with matching contributions
- Incentive Stock Option Plan
- Paid Time Off
- Professional Development opportunities
- Employee Appreciation gifts and events

About LRAP: LRAP Association partners with colleges and universities across the country to help students overcome the burden of student loans. We provide a unique and effective solution for reducing the anxiety and burden of debt-repayment, empowering students to enroll and graduate from their preferred educational institution, while following their dreams after graduation. LRAP is a tool that provides a safety-net for students and families. If a student graduates to a modest income, LRAP helps repay their educational loans.