

RNL[®] ENGAGEMENT CENTER MANAGER

RNL Engagement Center Manager

Engagement Center Management (ECM) is the most geographically diverse full-time career opportunity at RNL.

Engagement Center Managers (ECMs) are immersed in professional development on day one. All managers complete a multi-week, comprehensive training class that allows for both classroom and field instruction. *You will learn something every day!*

Relocation assistance is available to those who relocate for the opportunity; the relocation stipend is paid directly to the ECM to use as needed (moving van, airfare, or deposit—your choice!).

The Engagement Center Manager role is available in a variety of locations throughout North America, the majority of opportunities offer placement at one institution working to strengthen and grow constituent engagement for the college or university. Engagement Center Manager Floater roles are occasionally available, offering non-stop travel for interim management coverage. With programs throughout the United States and Canada, *the opportunities are broad.*

There is considerable autonomy within the Engagement Center Manager role. ECMs are often the only full-time RNL staff member on-site. Surrounded by clients and students on-site, learning to include and utilize remote colleagues and resources is an invaluable tool for successful ECMs.

Math. Love it or like it, math is a large part of the ECM role. Engagement Center Managers are challenged daily to set goals, forecast program performance, and understand metrics. We give you the tools you need to be efficient and resourceful with improving your understanding of the numbers.

The schedule for an Engagement Center Manager is most often Sunday through Thursday. ECMs usually arrive by midday and leave after the evening shift wraps. In the majority of our on-campus centers, an Engagement Center Manager maintains a daily 12:30–9:30 p.m. schedule.

BEING AN ENGAGEMENT CENTER MANAGER



STAFFING
& TRAINING

STUDENTS

ECMs have the important responsibility of recruiting and training a team of students to staff the calling center.

COMMUNICATION

Constant and effective communication is an everyday priority—email, telephone, and face-to-face.



TEAM
& CLIENT



SHIFT PLANNING
& MANAGEMENT

THE CALLING SHIFT

The majority of a ECM's day centers around the calling shift—analyzing stats, impacting calling assignments, and working with the student staff.

LEARNING

ECMs complete a minimum of four weeks of new manager training, work with their director daily, and have on-demand access to RNL University.



PROFESSIONAL
DEVELOPMENT



AUTONOMY

BEING THE ONLY ONE

ECMs are often the only full-time RNL staff member on-site at their calling center. Learning to manage, balance, and organize the ownership of a site is a major component of the ECM role.



Contact
Us

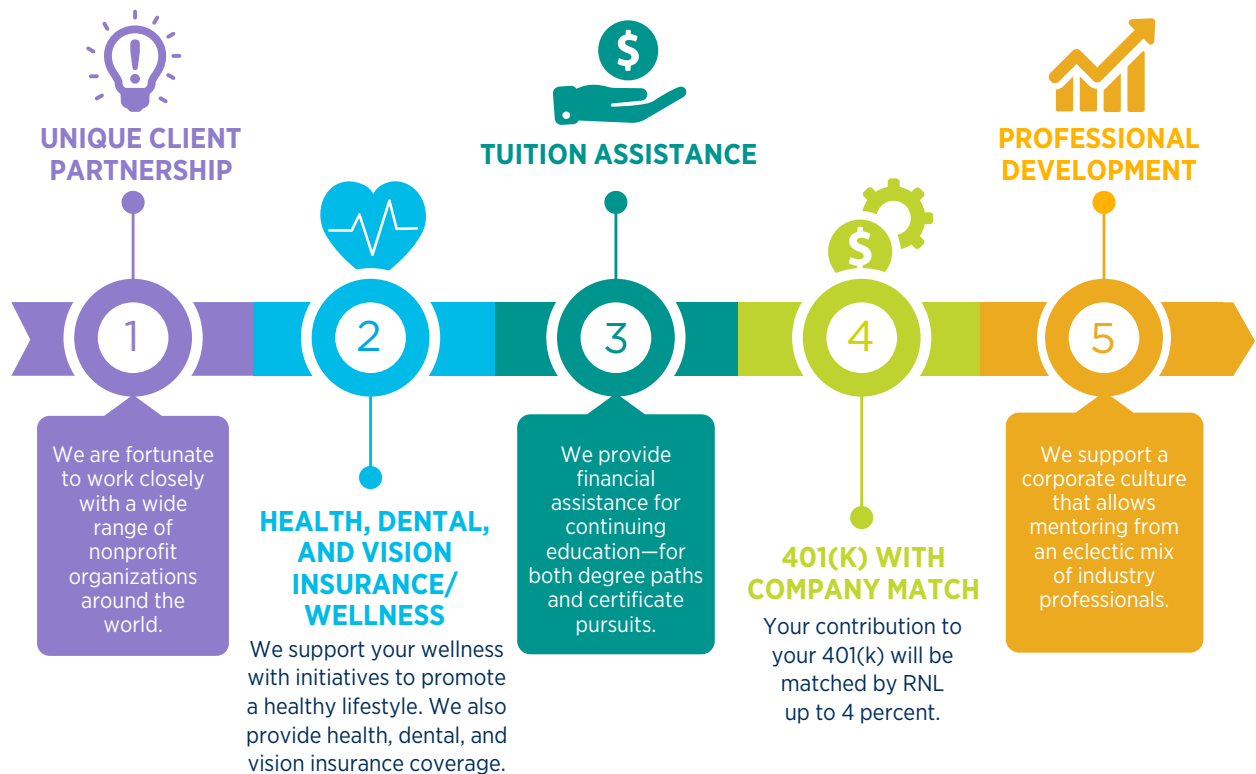
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THERE ARE A LOT OF REASONS TO WORK AT RNL



ABOUT RNL

RNL is the leading provider of comprehensive multichannel enrollment management and fundraising management services and software for colleges and universities. With more than 60 years of experience and long-standing client relationships, RNL serves as a trusted partner to institutions and other nonprofits around the world ranging from small private liberal arts colleges to large state universities. Our mission is to make colleges, universities, and nonprofits successful and vibrant through inspired and relevant engagement.

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