



Position Description: Recruitment and Case Specialist

Reports to: Code School Program Manager

Location: Memphis, TN (In-person)

Hours: Full-time

Compensation: \$50,000 - \$53,000 annually, with benefits and bonus incentives

Forward resume and cover letter to: careers@code-crew.org

About CodeCrew

CodeCrew is a Memphis-based nonprofit on a mission to empower communities to shape the future through AI and computer science education. Founded in 2015, CodeCrew started with a conviction Memphis couldn't afford to ignore: the tech economy was accelerating, and too many of its young people and working adults were being written out of it. A decade later, that conviction has grown into a movement. We've trained 16,000+ students and adults, delivered half a million hours of computer science education, and helped pass legislation guaranteeing Computer Science education for every Tennessee student.

Annual Revenues: \$2+ million | For more information, visit www.code-crew.org.

Full Job Description

Recruitment and Case Specialist

CodeCrew Code School is seeking a Recruitment and Case Specialist to support student enrollment, retention, and success across our programs. This role blends student recruitment, admissions support, and case management, ensuring students are effectively guided from inquiry through matriculation and program completion. The ideal candidate brings university admissions experience, strong data-tracking skills, and a passion for student success, particularly within workforce development and technology education.

Key Responsibilities

Recruitment & Admissions

- Conduct outreach to prospective students through community engagement, tabling events, info sessions, career fairs, and partner organizations.
- Develop recruitment plans and execute strategies to attract qualified applicants aligned with CodeCrew Code School programs.
- Serve as a first point of contact for prospective students, providing clear guidance on program requirements, expectations, and career outcomes.
- Collaborate with marketing and program leadership to align recruitment efforts with enrollment goals and cohort timelines.
- Conduct the application review and admissions process, including applicant screening, interviews, and admissions recommendations.
- Support onboarding activities to ensure a smooth transition for newly admitted students.
- Assist with Explore Software Development classes, introducing students to foundational coding concepts and career pathways in technology.
- Act as a student advocate, maintaining a supportive, professional, and culturally responsive approach.

Case Management & Student Tracking

- Track students throughout the admissions and matriculation process using the Risekit platform, ensuring data accuracy and timely updates.
- Monitor student progress from enrollment through program completion, identifying risks and escalating concerns to the Program Manager as needed.
- Maintain detailed student records, including enrollment status, attendance checkpoints, and completion milestones.
- Provide case management support by connecting students to external resources and support services as needed.

Data, Reporting & Outcomes

- Produce detailed cohort-level reports, including:
 - Enrollment and matriculation metrics
 - Pass and completion rates by cohort
- Support continuous improvement by analyzing trends and providing insights on recruitment effectiveness and student outcomes.
- Ensure compliance with internal data standards and reporting deadlines.

Required Skills & Qualifications

- Required: Prior experience in university admissions, enrollment management, or student services.
- Experience in recruitment, outreach, case management, or workforce development programs preferred.
- Strong organizational skills with the ability to manage multiple cohorts and student caseloads simultaneously.
- Comfort working with CRMs or student tracking platforms (experience with Risekit or similar systems is a plus).
- Excellent written and verbal communication skills.
- Data-informed mindset with experience preparing reports or dashboards.
- Ability to work independently while collaborating cross-functionally with instructors, program managers, and marketing staff.
- Passion for education, equity, and expanding access to technology careers.

Preferred Qualifications

- Familiarity with adult learners, nontraditional students, or career-switchers.
- Experience supporting students from underrepresented backgrounds.
- Demonstrated interest in technology education, workforce development, or community-based programs.

Compensation Details

- \$50,000 - \$53,000 + incentive-based bonuses
- Employer-sponsored health insurance for employees
- 401(k) enrollment with company matching

How to Apply

Interested applicants can send a resume and a cover letter to careers@code-crew.org

Equal Opportunity

CodeCrew is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees, and we encourage candidates of all backgrounds to apply.

This job description reflects the current scope of the role and may evolve as CodeCrew continues to grow.