Position Description – Relationship Manager

POSITION TITLE
Relationship Manager, Corporate Work Study Program at Christ the King Jesuit College Prep

SUPERVISOR
Director of Operations, Corporate Work Study Program at Christ the King Jesuit College Prep

JOB SUMMARY
Christ the King Jesuit College Prep, a Catholic school on Chicago’s West Side and a member of the Cristo Rey Network, challenges and inspires its young women and men through the integration of academics, work experience, and extracurricular activities to lead lives of integrity, faith, and servant leadership for the greater glory of God.

All students of Christ the King Jesuit College Prep are required to complete a college preparatory curriculum and participate in the Corporate Work-Study Program (CWSP), wherein they spend five days per month engaged in a corporate work assignment. CWSP is a unique element of the Cristo Rey educational model.

The school trains students for entry-level administrative employment and markets their services to corporate clients. Typically, four students share one full-time position throughout the school year. The fees for the students’ services are paid directly to the school to underwrite a significant portion of the cost of their education.

As a member of the CWSP team, this position will interact with students, parents, school faculty/staff, and business partners to execute the transformative CWSP model alongside the Corporate Work Study team. Teaching students job skills, managing the relationships between the school and its business partners, and assisting in the coordination and operations of the overall program are the primary duties of this role.

This position also joins in promoting the overall development of the student, according to the educational principles and the mission of the school.

SUMMARY OF RESPONSIBILITIES
The ideal candidate will have excellent communication and people skills coupled with a strong organizational aptitude. He or she will be motivated by the Catholic/Christian mission of the school and its impact on the Chicagoland area.

Two primary goals for the position are:

● Support, develop and train students to excel in the workplace.
● Retain business partners participating in the Corporate Work Study Program by delivering timely and impeccable customer service.

KEY RESPONSIBILITIES

Business Partner Relations

● Serve as the primary contact for an assigned portfolio of business partners: facilitate ongoing communication by phone, email, and conduct a minimum of two office visits annually with each partner; promote and address daily and semi-annual partner feedback related to student work performance.
● Troubleshoot and resolve any issues with students and business partners in a timely manner by engaging and leveraging all resources available to the school and work study program.
● Provide regular and timely updates of any business partner issues to the CWSP Director of Operations.
● Serve as a point person for students and business partners regarding make-up days and holiday work-days; oversee the collection of forms and recording of data associated with these days.
● Coordinate and/or assist with business partner related activities including annual orientation, luncheon and appreciation events.
● Maintain a complete and accurate historical profile and business partner list for an assigned portfolio.
Student Relations

Job Training and Placement
- Collaborate with the CWSP team to coordinate its annual Summer Business Training and Orientation for all new and returning students; includes organizing workshops and activities.
- Coordinate Student Ambassadors for Summer Business Training, including selecting and training ambassadors, preparing evaluation materials, and supporting ambassadors as they complete evaluations of student participants.
- Aggregate feedback, homework, tests and data on freshmen/transfer students to assist with job placements.
- Coordinate and assist in the formation of student teams and job assignments based on student and business partner requests, student skills and personality assessments, sponsor job descriptions, personal knowledge of the jobs, and students’ previous performance to ensure successful jobsite placements.

Ongoing Student Workplace Skill Development and Coaching
- Participate in the coordination and implementation of year-round, ongoing training efforts for students.
- Meet regularly with students to discuss strengths and challenges of their workplace.
- Assist with the distribution, collection and evaluation of student performance reviews and student feedback forms.
- Assist with the organization of, and participation in, parent/teacher/administrator conferences.
- Schedule and coordinate individual and group meetings with students, parents, business partners, and other school personnel as needed, utilizing business partner feedback to ensure job satisfaction.
- Guide students through the re-employment process.
- Assist with the creation, coordination, and implementation of student recognition strategies.
- Assist with parent/student orientations and events.

Dress Code/Attendance
- Monitor and enforce dress code policy as part of CWSP daily morning check-in.
- Manage CWSP daily attendance, prepare attendance reports, and send daily timecards to students at their workplaces.
- Track timecard completion and follow-up with students and supervisors; provide technical support as needed.
- Monitor student attendance and address violations to established attendance policies.

Salesforce Data Management
- Manage and administer Salesforce database for CWSP portfolio.
- Enter student and workplace records and notes are entered accurately and updated consistently.
- Create reports within Salesforce to support payroll, attendance, and performance review management.
- Work with the Cristo Rey Network to further develop the Salesforce database across network, test pilot applications or programs within Salesforce; attend and participate in Network trainings.

Transportation
- Assist with scheduling and coverage of CWSP transportation routes, including daily student drop-offs/pickups and special events.
- Drive routes/conduct special student pickups at work as needed in school vehicles.
- Support the Director of Operations in administering the transportation function; may include tracking hours for paid drivers and chaperones; submitting payroll; ensuring state and city registrations and safety inspections are up to date for all vehicles; overseeing necessary vehicle maintenance.

Other Duties
- Ensure a strong relationship with the parents/guardians of the students assigned to Relationship Manager portfolio; maintain an open line of communication with them.
- Address and enforce all school policies with an emphasis on discipline, dress code, and attendance.
- Perform other CWSP duties as assigned by the Director of Operations and/or the Vice President of CWSP.
- Participate in Cristo Rey Network Conferences and trainings as requested.
POSITION REQUIREMENTS

- A desire to learn and be a part of the unique Christ the King/Cristo Rey mission, recognizing the educational value and financial importance of the work study program.
- Bachelor’s degree from an accredited University/College.
- Minimum of two years’ experience within a fast-paced, demanding professional work environment with multiple, competing priorities.
- Experience in working with youth; within an academic environment helpful.
- Experience in training; strong presentation skills.
- Strong organizational skills and attention to detail in managing tasks.
- Strong interpersonal skills.
- Working knowledge of Microsoft Office Suites; Salesforce and Google G Suite.
- Experience using mass e-mail template applications and designing mass e-mails, or ability to learn mass e-mail template applications.
- Valid Driver’s License, proof of insurance and clean driving record.
- Must successfully complete and pass PACE certification.
- Must be available to work occasional evenings/weekends.
- Proof of full COVID vaccination required.

APPLICATION PROCEDURE

All qualified applicants are invited to submit a resume and cover letter to cwsp_staffing@ctkjesuit.org.

Salary is commensurate with experience. Comprehensive benefits are included in the overall compensation package.