

Client Relationship Manager- Corporate Work Study Program Position Description

Background

Cristo Rey New York High School (CRNYHS) is a Catholic, co-ed, college-prep school that is part of the national Cristo Rey Network. We serve students of all faiths who have demonstrated the potential and motivation to achieve success and who do not have the educational background or financial means to attend another private, college-prep school. Our ultimate goal is that our students will graduate from college and become professionals for others, transforming the world for the good of their families and society. Since the families of our students cannot afford to pay the full tuition required of a private Catholic high school, the students work in an innovative **Corporate Work Study Program** (CWSP) and assign their earnings to the school in lieu of tuition. CRNYHS students work one day a week during the school year from 9:30-5:15pm in entry-level jobs at over 100 prestigious companies in the New York metropolitan area to cover the majority of their cost of education. The remainder of the cost is covered by tuition (all families pay something!) and traditional fundraising.

CRNYHS is entering its 15th year. 99% of our graduates have enrolled in college. Our college graduation rates are six times better than the national average for underprivileged students. The school retains 95% of its freshman, sophomore and junior students each year. Clearly the work-study program is showing these students the merits of excelling in school and working hard and giving them the tools they need to succeed in college.

CRNYHS is a member of the Cristo Rey Network of Schools. The Network educates 11,000 students in 32 high schools across the country. All schools follow a similar model of educating students from low income families and having them work to pay for their education. The Network started with a single school in Chicago and grew after receiving grants from the Gates and Cassin Foundations.

Position Offered

CRNYHS seeks an energetic professional to interact regularly with students, faculty and supervisors at corporate sponsors regarding the students' work and job assignments. The person hired will help lead the continuing success of this enterprise by providing outstanding client service and developing the students' skills to succeed in the work place for this unique program that represents a core element of the school's overall college-prep curriculum. This individual will serve as a liaison to an assigned portfolio of CWSP business partners and manage corporate accounts through developing and maintaining working relationships with CWSP supervisors and decision makers. This role will provide proactive customer service to achieve renewal of business partner contracts. This individual will have excellent communication and people skills coupled with a strong organizational aptitude and meticulous attention to detail. This is a year round, full time salaried position. The CRM will report directly to the Director of Operations and Curriculum, who reports to the Managing & Sales Director, a senior leader of CRNYHS.

Preferred Qualifications

The ideal candidate will possess demonstrated experience in some or all of these characteristics:

- Bachelor's degree
- Working in a high school or with students of high school age
- Business background in sales, managing client relationships and human resources
- Analyzing data to spot issues, trends and propose solutions
- At least 2 years post graduate work experience

Required Skills

- Microsoft Office Suite with particular emphasis on Excel, mail merge capabilities and data mining
- Ability to multitask, problem solve and work collaboratively in a team setting
- Fluency in Spanish ideal but not required

Mission Alignment and Philosophical Attitude

CRNYHS is a Catholic high school that is endorsed by the Society of Jesus, the Sisters of the Holy Child and the Christian Brothers. The candidate should have a (an):

- Understanding and appreciation of the philosophy of cura personalis as it pertains to working with, guiding and motivating high school students
- Strong work ethic and flexible work hours to include some nights and weekend work
- Willingness to do what it takes to get the job done even if it does not specifically relate to your specific job description

Functional Duties

Client Relationship Management

Our students work with 220 supervisors at 138 companies. CWSP staff service clients by proactively providing them with information about the students, responding to inquiries and resolving problem situations.

The associate will serve as a primary contact for assigned corporate sponsors—

- Making regular phone calls, e-mails, and office visits
- Proactively provide student information to supervisors
- Identify and proactively resolve problem situations to help student excel in the workplace
- Follow up on time card and evaluation comments with supervisors, students and parents/guardians
- Work with Director of Operations and Curriculum to lead and develop supervisor engagement initiatives.

Student Development

CRNYHS asks supervisors to evaluate the student workers three times each school year. The evaluation comprises the majority of the students' grade in CWSP for their Corporate

Applications (C-Apps) class. C-Apps, is a business/life skills class that appears on the students' official transcript that allows CWSP to provide students with skills needed for the workplace.

- Assist in the implementation of retraining and remediation programs for student workers based on supervisor feedback; timecards, site visits and performance evaluations
- Working collaboratively with CWSP team members, Deans and Counseling department as needed to support students in the workplace
- Teach 2-3 section(s) of Corporate Application, C-Apps, class

Student Admissions /Screening

CRNYHS recruits students from low-income backgrounds who have demonstrated the potential and motivation to achieve success and who do not have the educational background or financial means to attend another private college prep high school. These students must have the acumen and emotional maturity to work in an office with adults.

The associate will:

- Participate in Admissions Open Houses (as needed) to explain CWSP to interested 8th graders or transfer students
- Administer tests and conduct interviews to assess the skills of candidates for admissions
- Grade admissions tests and deliver recommendations for candidate admittances

Morning Assembly and Transportation

Three primary activities occur at the morning assembly for 50-100 students heading out to work each day:

1. *Attendance*
2. *Dress-code/ attitude check-in*
3. *Transportation*

The associate will:

- Serve as the point person for 1-2 Morning Assembly session(s) per trimester
- Communicate with the CWSP team and supervisors regarding Morning Assembly information
- Greet students by name with a handshake and warm welcome
- Identify and correct inappropriate attire
- Develop strategies to resolve any student attitudes that would prevent a student worker from excelling in the workplace
- Chaperone students to / from work and meet students at the end of work day as needed

Please email cover letter and resume to Catalina Gutierrez, Managing & Sales Director, at cgutierrez@crstoreyny.org