

## Position Description: Corporate Internship Program - Relationship Manager

The Relationship Manager plays a critical role in the Cristo Rey Jesuit Corporate Internship Program (CIP). The Relationship Manager supports and implements the day-to-day program administration and operations which often include student transportation and daily logistics, data collection and reporting, resource development, interdepartmental collaboration, and special projects. This role also maintains and deepens the relationships with the Corporate and Nonproﬁt Partners (companies) that hire our students and act as the point person for communication with supervisors and students in their portfolio. In collaboration with the CIP team, the Relationship Manager will also develop new opportunities to strengthen relationships with students, families, faculty/staff, other Cristo Rey Work Study Programs and Partners.

Reports to: Director, Corporate Internship Program

# Responsibilities:

## Manage portfolio of CIP Partner relationships and student work teams employed at those Partners.

* 1. Build strong relationships with and coach students towards excellent performance at their work placement.
  2. Build strong relationships with and coach Partner supervisors, anticipate needs of and effectively respond to supervisors managing student workers at Partners.
  3. Take the lead on all regular communication with supervisors and students within portfolio.
  4. Conduct site visits and check in calls to every supervisor/Partner at least twice a year, ensure follow-up is done and documentation is completed in a timely manner.
  5. Provide resources to, share best practices and monitor progress of Partner supervisors and students in order to ensure placement success
  6. Manage all aspects of partnerships within portfolio in a solution-oriented, supportive way demonstrating excellent customer service to Partners and students; always looking for opportunities to deepen professional relationships/partnerships and capacity-build
  7. Closely monitor timecard and performance evaluation feedback and implement interventions with students.

## Data Management, Compliance & Quality Assurance:

* 1. Manage team efforts engage the team in maintaining accurate student, Partner, supervisor, family, etc. information in school databases (i.e. BlackBaud, Work Study Force/Salesforce, Google Drive records)
  2. Support student employment processes ensuring compliance and accuracy. Lead new student employment sessions for incoming CRJ students (I-9s, work permits, etc.) and lead team’s document management processes.
  3. Ensure student timecards are accurate and regularly completed; develop incentives and consequences for incomplete timecards.
  4. Lead strong student attendance efforts; generate/monitor Make Up Day reporting and related family communication.

## Student Development & Family Communication:

* 1. Provide direct support to students through positive reinforcement and constructive interventions in order to help ensure continuous improvement in professional skills and work performance.
  2. Communicate with families (English/Spanish) over the phone/email and at various school/CIP events as needed (CIP Family Q&A sessions, Parent-Teacher Conferences, New Family Orientations, Student Employment Sessions, etc.); Translate documents and presentations.
  3. Provide program leadership and logistics support during Morning and/or Afternoon CIP Routines (students departing for and returning from work)
  4. Provide direct supervision and support to students who are working from home and in our Remote Work Hub based on a collaborative team staﬃng schedule

## Interdepartmental Collaboration:

* 1. Provide CIP representation as an active member of interdepartmental committees, initiatives, school-wide supervision staﬃng plan for day to day and event needs, etc.
  2. Serve as CIP liaison to selected grade level: represent CIP on grade level team, attend retreats and grade level assemblies and events, participate in CIP content facilitation opportunities with grade level, etc.
  3. Participate, when possible, in school-wide community events - community masses/potlucks, service learning, student supervision, assemblies, retreats, etc.
  4. Collaborate with diverse stakeholders: faculty, all staff, Trustees, Partners, students, families, transportation staff and CRSJ supporters.

1. **Other duties as assigned.**

# Qualiﬁcations – Required:

* Successful applicants will embody the mission-commitment, intellectual curiosity, openness to growth, and optimism that are central to the character of our team.
* Demonstrated record of effective student support with middle school, high school or college students; experience with systemically underserved communities or ﬁrst gen students preferred.
* Strengths-based approach to working with students and adults; ability to be a consistent, positive role model and support for students.
* Experience in successfully managing complex relationships with diverse stakeholders.
* Demonstrated record of being able to handle multiple projects and excel in a fast-paced, detail-heavy, and often ambiguous environment.
* Strong collaborator: possessing an ability to listen thoughtfully and engage passionately with a diverse audience.
* Experience managing projects effectively and a desire for continuous quality improvement.
* Extreme ﬂexibility and willingness to pivot as priorities evolve.
* Motivated, self-starter able to work with minimal direct supervision.
* Passionate about inspiring and coaching students to be their best professional selves; equally passionate about supporting partnering adults to see the potential of our students.
* Excellent written and verbal communication skills; ability to maintain solution-oriented approach in all communication.
* Good sense of humor and excited to work in a dynamic nonproﬁt environment.
* BA/BS degree from accredited college or university
* Candidates will be required to show proof of being fully vaccinated against COVID-19 upon commencing employment. Reasonable accommodations will be considered on a case-by-case basis for exemptions to this requirement in accordance with applicable law.

## Qualiﬁcations – Preferred:

* 3-5 years of professional work experience
* Teaching/facilitating and/or youth development experience strongly desired.
* Bilingual – English/Spanish strongly preferred!
* Experience in supporting partnership work in nonproﬁt, corporate or education environment.

# Salary, Beneﬁts & Schedule:

* This is an exempt, full-time role that is based on-site at CRJ and in the community on Partner visits.
* This position is eligible for beneﬁts including health, dental, vision and 403b/retirement.
* CIP staff members work 12mos of the year with two weeks of PTO in addition to paid holidays, Paid Time Off, sick and other time off leaves.
* Salary is commensurate on education and years of experience.

**To apply:** Email a cover letter and resume to hr@cristoreybalt.org. No phone calls, please.

**Disclaimer:**

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the knowledge, skills, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.

The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.