



CRISTO REY

PHILADELPHIA
HIGH SCHOOL

Client Relationship Associate Work-Study Program Position Description

Background

Cristo Rey Philadelphia is part of a network of 37 College Preparatory High Schools across the United States with a unique **Corporate Work-Study Model**. Cristo Rey Philadelphia High School (CRPHS) serves families from across the city with limited economic resources. The school's goal for every student is not simply high school graduation or college acceptance but college graduation. All 550+ students enrolled in the school participate in a unique corporate Work-Study Program through which they develop important skills and earn real wages that offset the cost of their education. The Cristo Rey Work-Study Program gives students the opportunity to build core skills that will help them succeed in college and the modern workplace. Each student works four full days per month in an entry-level job in a professional work environment. CRPHS is in its 10th year of operation and 100% of CRPHS graduates have been accepted to college. CRPHS currently partners with 100 prestigious companies in the greater Philadelphia area.

Summary

CRPHS seeks an energetic professional to interact regularly with students and supervisors at corporate sponsors regarding the students' work, performance, 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 workplace 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 business partners and manage corporate accounts through developing and maintaining working relationships with 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 CRA will report to the Director of Client Relations and the Director of Operations.

Preferred Qualifications

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

- Bachelor's degree
- Business background in customer service, client relations and human resources

- Analyzing data to spot issues and trends and propose solutions
- Experience working with diverse student populations
- At least 1 years post graduate work experience

Required Skills

- Microsoft Office Suite
- Ability to multitask, problem solve and work collaboratively in a team setting
- Excellent communication and people skills
- Excellent organizational skills
- Self-starter and enjoys interacting with people of all types

Functional Duties

Client Relationship Development

Our students work with 220 supervisors at 100 companies. WSP 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 sponsor.

- 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 Directors to develop and execute engagement initiatives and special events.
- Facilitate and walk students and parents through any job onboarding requirements required by our corporate sponsors.

Student Development

CRPHS asks supervisors to evaluate the student workers on a daily basis. The evaluation serves as the primary means of communication regarding work performance.

- Assist in the implementation of retraining and remediation programs for student workers based on supervisor feedback, timecards, site visits and performance evaluations
- Support the in house- Remote Work Program
- Working collaboratively with WSP team members, Deans and Counseling department as needed to support students in the workplace

Morning Assembly and Transportation

Three primary activities occur at the morning assembly for 100 to 150 students heading out to work each day:

1. Attendance
2. Dress-code/ work readiness check-in
3. Transportation

The Associate will:

- Communicate with the WSP team and supervisors regarding Morning Assembly information
- Identify and correct inappropriate attire
- Chaperone students to / from work and meet students at the end of workday as needed

Application Process

Please email cover letter, resume and a list of three professional references to Joanna F. Wusinich, Esq., Executive Director of Work Study Program, at jwusinich@crphs.org.