



CRISTO REY  
PHILADELPHIA  
HIGH SCHOOL

## Job Description Student Success Coach

### Organization Summary:

[Cristo Rey Philadelphia High School](#) (CRPHS), a college preparatory, Catholic school for students of all faiths, nurtures and challenges young people to recognize and realize their full potential as they learn to love others, grow in their faiths, and serve the common good. Founded in 2012 and based in a beautiful campus in the Tioga neighborhood of Philadelphia, the school serves over 540 students in grades 9-12 from across the city of Philadelphia as well as Camden.

Each student participates in the Work Study Program (WSP), an integral part of the Cristo Rey model in which every student works one day a week throughout their four years at the school. WSP is a subsidiary employment agency operated within CRPHS that trains students for entry-level employment and markets their services to local clients, enabling all students to earn approximately half the cost of their education through a job-sharing partnership. WSP participation is a critical component of every CRPHS student's education. Through this program, CRPHS students provide valued service to Philadelphia area companies and organizations where they also find mentors and forge fundamental networks for their future success.

### The Ideal Candidate:

Cristo Rey Philadelphia High School is seeking dedicated, intellectually curious and mission-driven individuals who are open to growth, committed to equity and inclusion, and who reflect and/or celebrate our rich cultural diversity. As part of the team, they will have an opportunity to continue to develop one of Philadelphia's most promising educational options for young people.

**Job Summary:** The Student Success Coach develops and manages the remote student associate workday experience. This role is primarily responsible for the direct supervision and support of remote student associates on their work day. It is critical for this position to establish and maintain positive and professional relationships with student associates. This role also develops and manages protocols, work assignments and professional development opportunities for student workers when they are temporarily unable to report to work as well as the protocols and retraining plans for students who need additional support prior to redeployment. Through review and analysis of performance data, the Student Success Coach updates and advises Account Managers and Business Literacy Faculty in order to support the overall success of the student experience in the workplace.

**Reports to:** Vice President, WSP; This is a 12 month role

### **Duties & Responsibilities:**

- Supervise student associates on their workday in our dedicated remote work site. Support student associates to understand the expectations for remote work.
- Create a focused and professional work/learning environment that is also positive, energizing, and fun.
- Act as a professional mentor and coach.
- Act as a resource/liaison between supervisors, account managers and student associates, assisting with troubleshooting (technical, etc.) and general communication.
- Assess and identify professional development opportunities for students to grow and develop by engagement at outreach with job partners and the Philadelphia business community.
- Assist students with scheduling and signing into Remote Meetings.
- Check in with students after Remote Meetings to ensure students understand how to complete assignments and the deliverables for the day.
- Help students navigate any internet access issues or technology issues by troubleshooting with onsite IT support.
- Conduct hourly check-ins with student associates to ensure they are staying on task, provide guidance, feedback and coaching.
- Update Account Managers and communicate with Account Managers on the status of student work and the student experience.
- Serve as an account manager for a portfolio of Remote Based Work Accounts.
- Boost engagement, morale and motivation of student associates with activities.
- Facilitate two breaks and a lunch break.
- Demonstrate effective administrative skills, communication skills, organizational skills, problem-solving and decision-making skills.
- Escalate problems to the WSP team when necessary and collaborate to address and resolve them.
- Develop and manage protocols and procedures, work assignments and professional development opportunities for any student workers when they are temporarily unable to report to work onsite.
- Collaborate with Account Managers to develop a retraining plan for students who are removed from worksites and supervise those students on their work day.
- Additional duties as assigned.

### **Required Skills & Qualifications:**

- A desire to learn and be part of the unique Cristo Rey mission, recognizing the educational value and financial importance of the work study program; workforce development experience preferred;

- Successful applicants will embody the mission-commitment, intellectual curiosity, openness to growth, and optimism that are central to the character of our team.
- Excellent interpersonal, written and verbal communication skills
- Basic knowledge of database management such as Salesforce, Google Drive, and other information management systems
- Creative and entrepreneurial attitude with a desire to work in a fast-paced, detail-heavy environment that often presents competing priorities that require quick decisions and good judgment.
- Comfortable working independently and collaboratively.
- Ability to work in a faith-based organization
- Bachelor's Degree preferred

### Conditions of Employment

- This position is an exempt, full-time, onsite position
- Must pass background checks for working in a school setting
- Must hold a valid driver's license
- Vaccination of COVID-19 as a condition of employment, subject to lawful exemptions

### Physical Requirements:

Ability to physically perform the duties and to work in the environmental conditions required such as:

- Functioning in classroom space – walking, sitting, standing, reaching
- Must be able to sit for up to two hours looking at a computer monitor, using a keyboard/mouse and typing
- Must be able to stand for up to two hours instructing a classroom of learners
- Must be able to lift up to 25lbs on a frequent basis.

### Application Process:

To apply for the Student Success Coach position at Cristo Rey Philadelphia High School, please submit a PDF of the following documents in an email to [jointheteam@crphs.org](mailto:jointheteam@crphs.org):

- Resume or CV;
- Cover letter expressing interest in this position;
- Three references including name, title, relationship to applicant, phone number, and email address of each;

*Cristo Rey Philadelphia High School is an equal-opportunity employer with excellent benefits and a mission-driven culture that values community and initiative. Salary is commensurate with experience.*