

Position Available: Operations Manager -- Corporate Work Study Program



Overview

Cristo Rey De La Salle East Bay High School (in the heart of Oakland's historic Fruitvale district on the St. Elizabeth Campus) partners with East Bay families of limited means to provide their students a unique opportunity to receive a holistic education and become students in service of others. Through a rigorous curriculum built around personalized learning, professional work experience, and the centuries old Lasallian tradition of providing education to those most in need, Cristo Rey De La Salle students graduate prepared to thrive in college and compete in a rapidly developing world.

The school will use the Corporate Work Study Program (CWSP) modeled after the successful programs at 35+ Cristo Rey Network schools. All students are required to complete a college preparatory curriculum and participate in the Corporate Work Study Program. Each student is employed five days per month by a local business, non-profit, or government agency to provide tuition assistance and complement the school's on-site curricular program.

The school includes a subsidiary employment agency which trains the students for entry-level employment, hires them, and markets their services to corporate clients. Typically, four students share one full-time position throughout the academic year. The fees for the students' services go directly to the school to pay a significant portion of the cost of education.

Mission: Cristo Rey De La Salle East Bay High School, St. Elizabeth Campus, is a diverse, Lasallian Catholic learning community that educates young people of limited economic means to become men and women of faith, purpose, and service. A rigorous and personalized college preparatory curriculum integrated with a corporate work study experience prepares students to succeed in college and in life.

Purpose: With the Vice President of the Corporate Work Study Program, the Operations Manager manages and coordinates the day-to-day operations of the corporate work-study program, is a primary link to the school's Corporate Partners, administers the professional development of the students, and joins in promoting the overall development of the student according to Lasallian educational principles and the mission of the school. The Operations Manager focuses on communication and job retention strategy with current sponsors and student-workers training and performance on campus creating an environment for remote workers.

Duties & Responsibilities

- Develop and maintain positive relationships with current corporate sponsors and supervisors of student workers
- Coordinate, oversee and monitor job placement, student job preparation, student performance while on the job, and internship evaluation process
- Lead process for successful completion of new student employee onboarding (work permits, i-9s, etc.)
- Supervise the on-campus remote workspace where students work remotely from the school campus and add capacity as needed. Ensure students arrive on time, prepared, and maintain productivity throughout the workday
- Create a warm and welcoming work environment/office space for student workers
- Support the success of students working remotely through performance training, student coaching and troubleshooting behavior and technology-related concerns

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- Manage the Salesforce (CRM) database by consistently updating, troubleshooting issues, sending timecards, building reports on student work performance and client satisfaction together with Google Drive file organization
- Act as the in-house Salesforce expert for the relationship management and sales team and serve as the primary contact with Cristo Rey Network's Salesforce Success Manager
- In collaboration with the CWSP Business Instructor, support the Cristo Rey De La Salle *Alpha Summer Institute* which is a summer bridge program for incoming 9th graders designed to prepare students for a college preparatory curriculum and to succeed in the workplace
- Draft and maintain consistent communication with internal stakeholders - students and families, CRDLS board, Corporate Advisory Committee through newsletter, call/text via Google Voice technology, COVID-19 updates, etc.
- Participate actively in event-planning and execution for job procurement and retention, student-parent orientation, and sponsor appreciation
- Support the student recruitment and admissions process from the Corporate Work Study perspective
- Together, with the Principal and school faculty, work to integrate the students' school and work experiences for the academic and social development advantage of the students
- Prospect, cultivate and sign new corporate partners as needed by the VP of Corporate Work Study.

Qualifications

- Bachelor's Degree or higher in relevant field of study
- Minimum of three years experience in business management and development (sales, marketing and customer service preferred)
- Direct processes and procedures for documenting student files
- Strong written and oral communication skills; detail oriented; team player; ability to multi-task and self-manage in fast paced environment
- Candidate must be adept at building rapport and trust with people from diverse socio-economic and cultural backgrounds, including underrepresented urban youth and first-generation college students
- Understands and embraces cultural backgrounds of students and families
- Relentless focus on results, high level accountability, and willingness to do "whatever it takes"
- Fluency in a second language preferred (Spanish, Mam, Vietnamese, Tagalog, or Tigrinya)
- Advanced knowledge of MS Office, G Suite, etc., and Salesforce
- Commitment to the Lasallian Catholic mission of Cristo Rey De La Salle East Bay High School St. Elizabeth Campus
- Willingness to work occasional evenings and weekends

Commencement: Immediate or June 2021
Salary/Benefits: Competitive salary with full benefits.
Application: Review of applications to begin April 12, 2021

Please email résumé, letter of intent demonstrating qualifications for the position as per full job description, three references with complete contact information, and a brief description of your professional philosophy to:

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