



CRISTO REY TAMPA SALESIAN HIGH SCHOOL

Job Title: Client Relations Manager
Reports To: Vice President of Corporate Work Study
FTE/Classification: Full-time, exempt

Cristo Rey Tampa Salesian High School is a Catholic, college-preparatory high school and work study program serving students from families of limited economic means. Opened in 2016, Cristo Rey Tampa is a part of the national Cristo Rey Network of schools.

To learn more about the school and our mission, visit www.cristoreytampa.org and www.cristoreynetwork.org

JOB SUMMARY: As a member of the Corporate Work Study Program (CWSP) team, the **Client Relations Manager** will work alongside students, school personnel, and business leaders to execute the transformative Cristo Rey Work Study Program model. Teaching students professional job skills, managing the relationships between the school and its Corporate Work Study Partners, and assisting in coordinating and operating the overall program are the primary duties of this role.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Leads the relationship management between Partners and the CWSP team through regular communication to ensure the high-level functioning of the program throughout the school year.
- Provides proactive customer service to achieve retention and renewal of business partner contracts.
- Responsible for CWSP operations, including scheduling, holiday workdays, forms compliance, timecards, and student workday data collection.
- Partners to lead student worker morning launch.
- Assists with the Partner Supervisor training and monitors compliance of supervisors.
- Assists Partner Supervisors in developing job descriptions for students.
- Provides coaching to Partner Supervisor for successfully working with teenage employees.
- Develops professional curriculum for on-campus student workers.
- Partners to lead year-round professional development, job placement, student coaching, and student retraining.
- Responsible for existing client renewals and expansion.
- Assists with other Corporate Work Study Partner related activities such as Partner/Supervisor Orientation, Draft Day, luncheons, partner appreciation events, etc.
- Partners with CWSP staff, Academics, and Admissions to develop and implement Summer Bridge to Success Program for all incoming Freshmen and transfer students to prepare students for work in CWSP.
- Responsible for administrating DOL compliance modules.
- Assists with tracking online performance reviews, setting up CWSP grade books, implementing course grades, and student feedback surveys.
- Additional duties include assisting with other CWSP administrative tasks assigned by the Vice President of Corporate Work Study Program.

MINIMUM QUALIFICATIONS:

- Bachelor's degree or higher.
- Compliance with background checks and completion of the Diocesan Safe Environment Program training.
- Valid Florida driver's license.
- Previous client relations management experience.
- Commitment to the mission of the school and the Cristo Rey Network.
- Desire to work with high school students and enthusiasm to promote positive school culture and community.
- Strong analytical skills and the ability to exercise good judgment are essential.
- Excellent written, oral communication, and interpersonal skills and ability to handle multiple tasks.
- Excellent organizational skills with attention to detail.
- Ability to work effectively and efficiently as part of a team and independently.
- Ability to work in a fast-paced environment with flexibility and adaptability.
- Must be willing to work occasional evenings and weekends.
- Technological competency: Microsoft Office Proficiency-all applications and Salesforce, preferred.
- Proficiency in oral and written Spanish is highly preferred.
- Corporate or non-profit experience.
- Experience working with high school students.

APPLICATION PROCEDURES:

Apply online at <https://www.dosp.org/schools-office/position-openings-2/> through the Diocese of St. Petersburg. Please include a current resume, a cover letter expressing interest, two recent professional references, and one personal reference.

Cristo Rey Tampa does not discriminate on the basis of race, color, religion, national or ethnic origin in the hiring of this position.