



Career & Employer Relations Advisor

Team: Operations

Reports To: Career & Student Success Manager

Company:

With locations in Kansas City and St. Louis, Centriq Training is a technology training company invested in developing and supporting the IT workforce in the Midwest. We train IT Professionals from over 450 companies on Microsoft 365/Office 365, Azure, CompTIA, ITIL, Security, Professional Development, and more. Our 4 Month IT Career Program prepares individuals who want to begin a new technology career. We offer competitive salaries and excellent benefits including medical, dental, prescription drug, flexible spending accounts, life insurance, 401 (k), and paid holidays. Please visit our website: www.centriq.com.

Description: Career & Employer Relations Advisor is passionate about the success of our students, who will provide outstanding customer service and student experience, and who will embrace Centriq's Core Values.

Communication
Empowerment
No Student Left Behind
Transformation
Recognition
Innovation
Quality

Qualifications:

- Bachelor's Degree or relevant experience.
- At least two years of professional experience working in an advisor/support role, preferably in the Education or Technology industry.
- Outstanding written and oral communication skills with students, customers, peers, and senior leadership.
- Highly motivated self-starter; able to work independently and on a team.
- High standards for quality, customer service, and student experience.
- Strong organizational and documentation skills.
- At ease with technology. Familiar with technical job roles and product vendors (Microsoft, Cisco, CompTIA)
- Intermediate MS Office skills. Familiar with LMS software and Microsoft CRM.

Responsibilities:

- Build personal rapport with students to help transform them into IT professionals who can effectively job search.
- Deliver various seminars and workshops for orientation of new students, job searching, resume building, interview techniques and career fair preparation.
- Provide mentoring and one-on-one support to students as needed for resume building, interviewing, professionalism and job searching.
- Address student behaviors/situations in a compassionate and direct way to prevent potential barriers to their success.
- Maintain and update career transition documents and resources provided to support and guide students through the entire career transition process.
- Provide feedback and assist in the creation of student resumes and other career services related assignments.
- Maintain relationships with graduates.
- Effectively prioritize and manage high volumes of messages via phone, email, and Canvas (LMS).
- Provide job references for students who meet professionalism and technical skill requirements.
- Manage student communications in Canvas.
- Promote various hiring events and build connections with IT professionals, recruiters, and employers on LinkedIn.
- Continue building the employer network to provide students and graduates with as many suitable job opportunities as possible.
- Plan, coordinate, and promote hiring events for employers to attend such as quarterly IT career fairs, student project presentations, etc.
- Recruit employer sponsors for quarterly Alumni events.
- Identify and promote job openings suited for students and graduates.
- Meet or exceed placement-related goals and statistics.
- Cold call into companies to establish internal connections to promote and educate them on Centriq's IT career programs.
- Manage accounts and employer contacts in CRM.
- Monitor employment trends.
- Post alumni openings.

The Perks & Benefits:

- Health
- Dental
- Vision
- Prescription Drug
- Flexible Spending Accounts
- Life Insurance
- 401(k)
- Competitive Salaries
- Company gatherings and social events