



Career Development Coach & Employer Relations

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, Cisco, CompTIA, ITIL, Security, and more. Our 4 Month IT Career Program prepares individuals who want to begin a new technology career. Please visit our website @ www.centriq.com.

Description: Career Development Coach & Employer Relations for our Tek Ladder IT Support Boot Camp online program 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
Teamwork
Recognition
Innovation
Quality

Responsibilities:

- Innovate and implement new ways of engaging students in an online setting.
- Build personal rapport with students to help transform them into IT professionals who can effectively job search.
- Coach students on job search skills, professionalism, resume building, and interview techniques in one-on-one, small, and large group settings.
- Empower students to own their own job search while maintaining consistent communication with them to ensure accountability through that search.
- Deliver live career readiness workshops and prepare additional asynchronous career services resources.
- Address student behaviors/situations in a compassionate and direct way to prevent potential barriers to their employability.
- Conduct detailed editing process for resumes and LinkedIn profiles.
- Hold mock interviews and provide actionable feedback to ensure interview readiness.

- Provide job references for students who meet professionalism and technical skill requirements.
- Identify and promote job openings suited for students' skillset.
- Meet or exceed placement-related goals and statistics.
- Assist in coordinating and promoting hiring events.
- Continue building the employer and recruiter networkers in Tek Ladder's target markets through cold calling and LinkedIn networking.
- Manage company accounts, employer contacts, and recruiter contacts in CRM database.
- Monitor employment market trends to advise on skill relevancy and new hiring trends.
- Support online students from enrollment to completion.
- Conduct strategically scheduled check-ins with students via Slack and Canvas.
- Discuss student progress with students, instructors, and class leads, and create written student success plans.
- Effectively prioritize and manage high volumes of messages via phone, email, Canvas (LMS), and Slack.

Requirements:

- Bachelor's Degree or relevant experience in talent acquisition, recruiting, or career coaching.
- Knowledge of hiring trends and job search resources.
- Experience navigating LinkedIn, providing resume feedback, and building employer relations.
- 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)
- Experience supporting online students.

The Perks & Benefits:

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