

Alumni Manager / Career Counselor

Opportunity Junction is seeking an Alumni Manager/Career Counselor to join our team! At Opportunity Junction, we believe that everyone who is willing to work hard deserves an opportunity to succeed. We help low-income residents of East Contra Costa, most of them living below the poverty line, gain the skills and confidence they need to get and keep jobs that support themselves and their families. The work is intensely rewarding.

We like to say that relationship is our “secret sauce;” a strong candidate will have a gift for building strong relationships and trust quickly and helping clients overcome personal barriers.

This position is part of the Administrative Careers Training Program team. The ACT, specifically, prepares participants for a wide range of administrative careers by combining computer training with life skills, paid experience, support services, career counseling, and long-term alumni follow-up. The Alumni Manager will focus on helping alumni keep their jobs and advance along the career ladder.

The Alumni Manager will work one-on-one with alumni of our training program. Specifically, the position will be responsible for:

- Individual case management supporting and motivating alumni as they overcome personal barriers and gain employment;
- Counseling clients through the process of finding employment including evaluating client interests, skills, and abilities to best match career goals;
- Evaluating client backgrounds, education, and training to help clients create and achieve realistic goals;
- Group facilitation instructing on various life skills or career skills development;
- Resume and cover letter writing and revision;
- Staying organized in a fast-paced environment;
- Recommending candidates for placement opportunities; and
- Data tracking using a customized Salesforce database.

Our culture is nimble, implementing current best practices and embracing new opportunities while learning from mistakes, and you should be, too. If we can find a better way to serve our job seekers or the employers who hire them, we want to make it happen.

Necessary Competencies (should have these or demonstrate the ability to develop them):

- **Relationship building:** Ability to establish strong relationships with demographically diverse clients and counsel them through personal obstacles;
- **Communication:** Strong written skills to produce grammatically correct resumes and cover letters, and oral communication skills to facilitate workshops while holding listeners’ attention;
- **Adaptability/Flexibility:** Ability to adjust priorities and procedures depending on organizational needs and goals; and

- **Technology:** Proficient in Microsoft Word and able to efficiently enter data into online database systems (Salesforce) and understand online job search systems. Able to use social media platforms, email, and online calendaring systems.

This is a non-exempt position with a salary range of \$46,000-\$51,000. Benefits include 16 paid holidays and a starting PTO accrual of 21 days per year.

Applications will be accepted by email only, addressed to Lead Program Manager Michelle Wade (mwade@opportunityjunction.org) and must include a resume and cover letter, attached as Word documents, that serve as an initial demonstration of your qualifications for the position.