



Alumni Engagement Coordinator Job Description

Job Title: Alumni Engagement Coordinator
Job Category: Social Services
Primary Location: Los Angeles 90011
Department: Workforce Development
Reports To: Youth and Education Manager
Direct Reports: Yes
Seniority Level: Mid-Level
FLSA Status: Non-Exempt
Job Type: Full Time
Travel: No

POSITION SUMMARY

Under the direction of the Youth and Education Manager, the Alumni Engagement Coordinator will support a growing Project Tipping Point team to coordinate and deliver support services to current and former foster youth facing the greatest barriers to accessing and retaining safe and stable education services, employment opportunities, and housing. The Alumni Engagement Coordinator will lead, develop, and supervise alumni engagement specialists and alumni service staff on the delivery of CRCD's post-program support services and engagement activities. The Alumni Engagement Coordinator will partner closely with CRCD's workforce development department education and employment team members to increase and strengthen support services resources in South LA. The Alumni Engagement Coordinator will report directly to the Youth and Education Manager to deliver the highest quality of workforce development services.

The Alumni Engagement Coordinator should spend 50% of their time providing day to day oversight, operations, and program development of alumni services. 25% of the Alumni Engagement Coordinator time should be spent on overseeing personnel support, service scalability, and supporting organizational growth. 10% of the Alumni Engagement Coordinator time should be used to provide manager supervision, coaching guidance, and staff development to the Alumni Engagement Specialist. The final 15% of the Alumni Engagement Coordinator time should be spent on supporting the Youth and Education Manager with program growth, development, strategic planning, and alumni service implementation.

ESSENTIAL DUTIES & RESPONSIBILITIES

Responsibilities will include collaborating with the Youth and Education Manager, Associate Director, Director, and other members of the program team to implement and improve our comprehensive alumni engagement strategy that supports our alumni

from high school through post-secondary education, and on to careers with family-sustaining income levels. Responsibilities include:

1. Develop and implement workplans and support the implementation of policies and procedures to ensure successful program delivery and contract performance.
2. Support and coordinate strategic priorities and goals established in CRCD's 5-year strategic plan.
3. Providing alumni participants with personalized guidance, pertinent career and college information, and reminders about program events.
4. Developing alumni engagement workshops based on educational trends, individual alumni needs, and recommendations pulled from participant surveys to best meet the needs of our alumni
5. Working with business partners, employer partners, education institutions, and volunteers to provide interactive career-readiness opportunities for alumni to build their skills, explore career opportunities, and strengthen their professional networks.
6. Tracking alumni data, including attendance, participation, graduation rates, education progress, and job history.
7. Ensuring alumni programs operate in compliance with funding sources so that intended results are achieved
8. Develop an alumni program model and implementation strategy that can be replicated for opportunity youth, in addition to foster youth.
9. Ongoing program development and innovation using a comprehensive approach that integrates the fields of youth development, education, career-readiness and exploration, and college guidance.
10. Manage alumni external communication platforms.
11. Collaborate with the marketing and communications team to share our program success and foster youth success stories through social media, video, and other marketing platforms.
12. Meeting quantitative program growth goals
13. Monitor trends, best practices pertaining to youth workforce development, career readiness, college attainment and persistence
14. Develop strategies for tracking alumni data in Efforts to Outcomes (ETO), and potentially Salesforce in the near future.
15. Conduct and oversee quarterly and annual evaluations for the Alumni Engagement Specialist.
16. Work closely with CRCD's Learning & Evaluation Team to monitor data integrity, track progress towards performance targets, and analyze data to inform program design and delivery.
17. Promote a positive, collaborative work environment and culture of



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accountability.

18. Ensure all clients paperwork and data collection is complete, timely, accurate, and current in agency records and electronic database.
19. Ensure data entry and maintenance of program-required data systems are complete, timely, and accurate.
20. Define, document, implement, and track program-specific policies, procedures, standards, and metrics across foster youth serving programs.
21. Develop and plan strategically for future programmatic and service needs and community partnerships.
22. Uphold CRCDD's Mission/Vision and 5 Year Strategic Plan.

MINIMUM QUALIFICATIONS

1. Bachelor's degree required.
2. 2-3 years of work experience in education, youth services, human services, or related field. 5+ years of work experience, manager level experience, and education or workforce experience can be used to substitute the education requirement. An extensive reference check will be required in this scenario.
3. Able to learn quickly and work effectively with a wide range of communities and with minimal supervision.
4. Reliable, flexible team player who works well with minimal supervision, who has a good work ethic, and an ability to set and maintain personal boundaries.
5. Demonstrated ability to work on multiple projects simultaneously and to meet deadlines.
6. A high degree of personal and professional integrity: a strong role model for youth
7. Experience developing one-on-one relationships with youth of different backgrounds and abilities
8. Comfortable in a fast-paced, changing environment
9. Excellent interpersonal, listening, written and verbal communication skills
10. Exceptional attention to detail
11. An ability to network and build alliances
12. Willingness to travel to schools, business, and partner organizations South Los Angeles and the LA region.
13. Reliable transportation: valid driver's license, and car insurance as required by law, as appropriate.
14. 5 years of supervision experience (Preferably in non-profit and human services)
15. Must display professional and appropriate email etiquette
16. Must display the ability to facilitate small and large groups
17. Knowledge and experience of Microsoft Office (Excel, Word, Power Point)



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18. Proficient in reading and writing
19. Bilingual in English/Spanish preferred
20. Ability to work on weekends.

WORK ENVIRONMENT

1. On occasion walk or drive to different local sites throughout the day
2. Regularly required to sit, stand, bend, and occasionally lift or carry up to 35 lbs.
3. Combination of field and office environment
4. May necessitate working in busy and loud environments
5. May be exposed to elements like cold, heat, dust, noise, and odor
6. May participate in training and staff development that requires local and out of state travel
7. Work regularly in a community that is exposed to gang activity, substance use, homelessness, and high unemployment rates.
8. Must be available on call for emergency crisis situations with the ability to respond after work hours as needed for emergencies.
9. This is not a work-from-home position

BENEFITS

- Dental, Vision, Medical Benefits: CRCRD is in the top 10% for excellent employee benefits for non-profit organizations. CRCRD offers 80% employee paid and 60% dependent paid medical
- 401K eligibility to participate from day one and up to 3% matching after one year
- Flexible Spending Account (FSA)
- Short-Term & Long-Term Disability, Accident, and Hospital Indemnity
- Whole Life Insurance, College Funding Plans/529 Savings Plan from Principal
- Pet insurance, Legal/ID Theft
- Generous work/life balance
- 13 Paid Holidays

RESPONSIBILITIES COMMON TO ALL AGENCY EMPLOYEES

1. Encompass a “do whatever it takes approach” to serving our community
2. Always maintain a safe work environment and confidentiality.
3. Be proactive, creative, and flexible in determining, evaluating, researching, and resolving issues.
4. Organize and prioritize multiple activities to meet all external and internal deadlines.
5. Maintain professional demeanor that reflects positively on the agency.
6. Demonstrate respect and courtesy toward others.



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7. Able to thrive in a work environment emphasizing teamwork and collaboration.
8. Respond in a timely manner in all aspects of communication.
9. Regular and prompt attendance in the office is required
10. Work with limited to minimum supervision.
11. *Perform other duties as assigned by your supervisor and or executive team.*

CRCD is a mandatory vaccination employer for COVID-19 and its variants. COVID-19 vaccination is mandatory for employment. As such, all CRCD employees must be fully vaccinated against COVID-19, including new hires. All new hires must provide proof of vaccination on or before their start date; alternatively, new hires may request a medical or religious exemption on or before their start date. If a new hire requires a medical or religious exemption, CRCD will engage in the interactive process with the new hire; a new hire cannot begin working for CRCD until the medical or religious exemption application has been approved. Similarly, if a new hire is not yet vaccinated, CRCD will delay the start date until the new hire can provide proof of vaccination or approval of a medical or religious exemption application.

All candidates are subject to a criminal history check and meet CRCD's criteria regarding criminal history and must pass background check conducted by LA County. CRCD is an Equal Opportunity Employer is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation. Please direct requests for Reasonable Accommodations to the interview scheduler at the time the interview is being scheduled. You may direct any additional questions regarding Reasonable Accommodations or Equal Employment Opportunity for this position(s) to the EEO/ADA Coordinator. EEO /ADA Coordinator contact: Stacey Cabling (213) 743-6193.

ACKNOWLEDGEMENT

Employee Incumbent Name

Employee Signature

Date

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