



## Career Services Manager

Please send resumes and cover letters to [keely.telfer@olmoutreach.org](mailto:keely.telfer@olmoutreach.org)

**Reports to:** Director of Education & Career Services

**Location:** Johns Island, SC 29455 and Charleston, SC 29403

**Salary:** \$50,000 to \$54,000/year

For over 30 years, Our Lady of Mercy Community Outreach has been committed to the community. We assist our neighbors in need, helping individuals and families achieve their desired path to success. We work to address the root causes of poverty and create systemic change by providing basic and emergency resources, education, job assistance and health services. Our holistic, case-management approach addresses the core aspects of a successful life and provides opportunities for generations of families to build sustainable skills and overcome barriers. We believe that everyone has the right to thrive.

Our Lady of Mercy Community Outreach is about community, inside and out. We welcome talent, innovation, compassion and enthusiasm for our mission and how we are changing the communities we serve. You'll find team members who are eager to team up and collaborate together. We are looking for a Career Services Manager who wants to make a difference in people's lives every day and deepen our impact.

### Job Description

The Career Services Manager is responsible for providing career services and career placement support to program participants who are experiencing barriers to employment. The Career Services Manager builds and maintains strong relationships with employers, apprenticeship programs, certification/training programs and trade opportunities. The Career Services Manager meets regularly with each participant, helps them to develop an Individual Employment Plan, and provides ongoing career referrals and support, all with a goal of assisting participants to address their barriers and gain sustainable employment. The Career Services Manager will also be responsible for hosting quarterly Career Fairs.

## **Job Requirements**

- **Education:** Bachelor degree preferred or relevant experience considered.
- **Experience:** Must have at least four years of experience in program development, nonprofit sector and/or professional development. Demonstrated leadership skills.

## **Qualifications/Skills**

- Demonstrated ability to build relationships and work well with diverse individuals and communities.
- Demonstrated ability to manage and leverage cross-functional teams in order to achieve outcomes.
- Exceptional oral and written communication skills with diverse audiences, such as media, parents, students, school leaders, government reps, community activists, cross-sector groups, etc.
- Demonstrated success developing and evaluating program models, and selecting and successfully operationalizing innovative programs.
- Personal qualities of integrity, credibility, and a commitment to and passion for the organization's mission.
- Strategic mindset with focus on the future, innovation, creative problem solving and strong ability to multitask gracefully.
- Strong project management skills managing complex, multifaceted projects resulting in measurable successes and program growth.

## **Core Values of the Organization**

- Compassion - Serving with a spirit of charity, love and understanding.
- Inclusiveness - Committing to ensure diversity and acceptance of all people.
- Dignity - Treating individuals with respect and honesty in all situations.
- Empowerment - Achieving results through teamwork and partnership.
- Integrity - Conducting ourselves in a highly ethical manner and serving as good stewards of our resources.

## **Role-Specific Competencies**

- Understand and respect the needs of a diverse community.
- Remains calm under pressure.
- Create positive, professional, and productive work ethically and with integrity.
- Establish structure, organize processes, generate and monitor resources, and lead change to reach program and project outcomes effectively and efficiently.
- Prioritize, plan, implement, evaluate and report programs that achieve expected outcomes and address issues and trends important to the mission and the community.

## **Job Duties**

- Has a passion and a calling for working one-on-one with adults who need additional support to be successful in their careers.
- Enjoys working in the community and meeting new people; extroverted with strong relationship-building skills.
- Has an aptitude for motivating career seekers, and a toolkit of resources to help those career seekers set goals, as well as find, obtain, and stay in a career.
- Maintains professional boundaries while treating individuals with respect and compassion.
- Handles emotionally-challenging situations with professionalism and intention.
- Is highly skilled at classroom management; has experience training adult learners on workplace readiness and professional development topics.
- Is extremely well-organized; able to create and maintain all necessary paperwork, data, and case notes to ensure outcomes are achieved for each participant.
- Is committed to empowering individuals to succeed.
- Hosting quarterly career fairs; logistics, communication, budget, etc.
- Communicates effectively with program participants, team members, partners, and employers; able to develop rapport and build trust with a diverse range of individuals.
- Is comfortable and has experience using databases, Google Suite, and Microsoft Office.

## **Schedule**

This position is a full-time, exempt position for 35 hours per week, with the schedule to be mutually agreed upon by the Executive Director and the team member. Business hours are Monday through Friday, from 8:30 a.m. to 4:30 p.m. with an hour lunch break. Additional hours may be required during peak times, which may require an adjusted work schedule; all work hours above standard hours must have pre approval of the supervisor.

## **Benefits**

Flexible schedule, Paid personal leave, 10 paid holidays, paid medical, dental, vision, life, AD&D, long term disability, 403B plan with matching contributions.

## **Physical Demands & Work Environment**

Work is performed in a fast-paced and sometimes stressful, professional office environment with noise at moderate levels. Position requires the team member to effectively use a computer at a workstation for long periods of time and to accommodate potentially frequent interruptions. Must be able to lift 10-15 pounds.

## **Our Lady of Mercy Community Outreach is an Equal Opportunity Employer**

Our Lady of Mercy Community Outreach is committed to an inclusive workplace and is an equal opportunity employer. We do not discriminate on the basis of race, national origin, gender, gender identity, sexual orientation, protected veteran status, disability, age, or other legally protected status.