

**Section I – CORE INFORMATION**

Job Title: Career Center Manager Reports to Title: Director of CSHCD

Program/Department: Career Services and Human Capital Development

Location: Core Offices

FLSA Exemption:

**Section II – ORGANIZATIONAL INFORMATION**

Established in 1910, the National Urban League is the nation’s oldest and largest community-based movement devoted to empowering African Americans to enter the economic and social mainstream.  Today, the National Urban League spearheads the non-partisan efforts of its 100+ local affiliates that provide services to more than 2 million people nationwide.  Since 1917, The Urban League of Philadelphia (ULP), as part of this national network, provides direct services, research and policy advocacy to help individuals and communities reach their fullest potential.

Programs falling under ULP’s Career Services & Human Capital Development department promote African Americans’ participation and success in the workplace. These programs include but are not limited to the operation of ULP’s career center, customer service training programs, management leadership forum and other activities to connect employers with jobseekers and promote their success and advancement.

**Section III – GENERAL PURPOSE OF JOB**

Educate jobseekers on the employment services offered by ULP and provide direct services to job seekers, including resume and career coaching. Empower jobseekers to be successful in their search by teaching them to sell themselves, sharing information about the current job market and keeping job seekers engaged.

**Section IV - ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

* Conduct classes including information sessions, resume reviews and job clubs.
* Provide job coaching to career center clients by assisting with development of resumes, cover letters, thank you letters, career objectives, interviewing skills and career plans.
* Ensure career center participants are aware of employment opportunities, recruiting events, etc. and encourage their participation at ULP events.
* Must support the organization’s mission which is to empower African Americans to secure economic self-reliance, parity, power and civil rights.

**Section V – ADDITIONAL POSITION RESPONSIBILITIES**

* Ensure jobseekers are utilizing services and equipment properly.
* Maintain Career Center on a daily basis, including, opening and closing the center, assisting job seekers with computers, and monitoring equipment, etc.
* Scheduling appointments with job seekers.
* Ability to work with diverse populations to maximize successful outcomes for clients.
* Comfortable with public speaking.
* Minimal out of state travel may be required; travel to meetings or events within the Greater Philadelphia region can be expected.

**Section VI - SUPERVISORY RESPONSIBILITIES**

None.

**Section VII - QUALIFICATIONS**

**EDUCATION and/or EXPERIENCE**

Bachelor’s degree in business, human resources, counseling, or psychology preferred and 5 years experience in a similar role.

**LEADERSHIP EXPECTATIONS (ONLY IF POSITION IS EXEMPT)**

* Serve as example to others of the organization’s mission.
* Execute plans successfully to accomplish goals in accordance with ULP mission.
* Must demonstrate experience in relationship building, leading and/or participating in successful teams, collaborating with others, developing innovative solutions.

**TECHNICAL SKILLS**

* Understanding of current recruiting practices and trends.
* Knowledge of local employers, job development and job placement preferred.

**COMMUNICATION SKILLS**

* Excellent oral and written communication skills.
* Strong interpersonal skills to manage diverse populations.
* Public speaking skills required.

**REASONING ABILITY**

* Great problem resolution skills required.
* Ability to evaluate trends in job seeker skills, employer needs and the employment services being offered by ULP and others .

**OTHER SKILLS and ABILITIES**

* Ability to interact effectively as a member of a team and work collaboratively with other departments.
* Experience in placement/search firm, career counseling or industry related position.
* Strong organizational skills .
* Computer skills:
  + Microsoft Office Suite (Word, Excel, PowerPoint, & Outlook)
  + Knowledge of Access a plus
* Ability to perform under stress in fast-paced environment.
* Ability to work with others in a team environment.

**Section VIII - PHYSICAL DEMANDS (Only include if required to perform the essential functions of the position)**

* While performing the duties of this job, the employee is frequently required to sit at a computer.
* The employee is often required to stand or walk while conducting classes, workshops or events.

**The job demands described here are representative of those that must be met by an employee to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This job description is not intended and should not be construed to be an exhaustive list of all responsibilities, skills, efforts, or working conditions associated with the job. It is intended to be a reflection of those principal job elements essential for recruitment and selection, for making fair job evaluations and for establishing performance standards. The incumbent may perform other functions and/or be cross trained as shall be determined by the sole discretion of management, who has the right to amend, modify, or terminate this job in part or in whole. This document is not a contract for employment. Employment is at-will.**

**Section IX: APPROVALS**

**Hiring Manager**

**Human Resources**

**President & CEO**

**Acknowledgement of Receipt of Job Description**

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**Employee Name Date**

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**Signature**