



# CROSSPURPOSE

## **Alumni Support Specialist 2024 Job Description**

### **Scope and Position Responsibilities**

The Alumni Specialist manages alumni engagement activities, provides job coaching support, and coordinates events for alumni at CrossPurpose. This role ensures effective communication, fosters a strong alumni community, and supports alumni in their professional journeys. The specialist will also handle data management within the Salesforce CRM system to enhance operational effectiveness.

### **Alumni & Operation Management Responsibilities**

- Manage Alumni calendar and coordinate with relevant parties to ensure clear communication of events and activities
- Plan and coordinate alumni functions, meetings, and projects, including arranging meeting rooms, food, materials, and supplies and communicating with participants.
- Provide inventory support by tracking, ordering, and organizing alumni items for graduation.
- Assist the Alumni Director in tracking expense receipts and completing monthly expense reports
- Request administration of relief to graduates based on assessed need.
- Manage the Alumni Department's Gmail and Facebook accounts to communicate with graduates.
- Look for, create, and share ways to make process improvements for greater efficiency
- Other administrative duties, as assigned.
- Assist with tracking graduate value-added engagements using the Alumni CRM/Salesforce.

### **Case Management and Job Coaching Responsibilities**

- Act as a liaison between the Career Services Department and the Alumni Department, effectively communicating the status of alumni employment.
- Assess alumni needs and develop tailored case management and job coaching plans.



# CROSSPURPOSE

- Conduct regular check-ins and follow-ups with alumni seeking employment, monitoring progress and satisfaction.
- Track alumni communication, progress, and updates in Salesforce CRM, ensuring all relevant notes and information are accurately maintained.
- Provide job coaching and connect alumni with necessary resources to ensure their professional and personal success.
- Coordinate services across various sectors, including healthcare, social services, and community resources, to support alumni in securing full-time employment with a livable wage.
- Adjust case plans and job coaching strategies as needed to achieve desired outcomes for alumni.

## **Event Management Responsibilities**

- Assist in designing, planning, coordinating, and leading the execution of logistics, operations, and communications for Alumni Events, Retreats, and other special occasions for the Alumni.
- Support in planning and coordinating 3-4 Alumni events per year, including all purchasing, designing, and communication to those involved
- Collaborate with the Alumni Council and volunteers as they seek to plan alumni and CrossPurpose related activities.

## **Community Development Activities**

- Attend at least one Family Gathering dinner on Wednesday evenings each quarter
- Attend all program graduation ceremonies
- Attend and help facilitate reunions and other Alumni events, during weekend/evening hours, as scheduled

## **Qualifications:**

- Bachelor's degree in Social Work, Human Services, Business, or related field preferred.
- Experience in case management, job coaching, or alumni relations is a plus.
- Proficiency in Salesforce or similar CRM systems.
- Excellent organizational and communication skills.
- Ability to work effectively with diverse communities and build strong relationships.
- Flexibility to work occasional evenings and weekends as needed.



# CROSSPURPOSE

- Commitment to CrossPurpose's mission of empowering individuals and fostering community transformation.

## **Hours, Compensation and Benefits:**

**Hours:** 40+ hours/week: Monday - Friday 8:00 am - 5:00 pm, and other evening and weekend hours, as scheduled.

**Starting Salary Range:** \$55,000 - \$66,000 Annually (Support Specialist I)

**Vacation:** 15 days per year, plus the office is closed Christmas Day - New Year's Day, and staff have limited duties

**Sick Days:** 6 days per year

**Insurance Benefits:** Health, dental, vision, worker's compensation, unemployment, short-term disability, long-term disability

These and other benefits are discussed in more detail in our Employee Handbook.



**CROSSPURPOSE**