

## Waitlist Career Coach

### Description

The Opportunity Career Success plays a key role in executing on our mission: our personalized approach has given thousands of people access to more relevant roles. As a Career Coach, you will work 1:1 or in groups with Springboard students on all aspects of their job search and career goals, to produce great career outcomes for all Career Track graduates. Working closely with a dynamic and empathetic Career Success team, you'll play a significant role in each student's journey as you support them in revamping their careers and, by extension, their lives. You must be available to offer a minimum of 12, and no more than 25 hours of coaching time a week. Note that the range of 12-25 hours only includes coaching calls, and does not include any additional admin-related work and is billed separately. While the hours you provided are at your discretion and may include weekend hours, it is important to consider how the demographics of our students (full-time working, families, etc) impact their scheduling needs, which can in turn impact how your hours get booked. Responsibilities: Provide 1:1 and/or group career coaching regarding job search in technical fields with students in a high-volume, online, coaching environment Respond promptly and supportively to student career concerns and questions via email and to manager's inquiries about students' progress Track outcomes of coaching calls via our student CRM, providing detailed notes and information that evaluate risk factors, track success, and predict future performance as outlined in the resources and protocols by the Springboard Career Success Team. Implement effective coaching strategies to ensure that students are competitive candidates to land a job within their support window including staying up to date on current trends in technical hiring and job search tactics that work Hold students accountable to the policies designed to ensure we are meeting placement rate goals and the integrity of our Job Guarantee program. Support career curriculum and resource development as needed; support development of career webinars and owning administration and facilitation of them Escalate and develop intervention plans for students of concern Attending weekly/monthly meetings/training is strongly encouraged and, at minimum, the expectation is to review recordings of missed meetings and training to stay up to date on changes at Springboard, team and coaching updates, etc. You bring: 2+ years' experience in coaching, advising, or workforce/employee development in a 1:1 capacity, specifically supporting individuals' job search and career goals for technical roles Comfortability with and ability to coach from both an empathetic and accountable perspective Knowledge of the hiring process and how to conduct an effective job search in tech A track record of producing measurable results, meeting deadlines, and balancing multiple priorities and constituencies; you are proactive, agile, and flexible Knowledge and willingness to learn new technology and systems (e.g., Hubspot, LMS, Zoom, Google Docs/Slides) Outstanding customer service mentality and strong attention to detail (in recording student progress and following up on questions). Strong communication skills, especially in listening, coaching, advising, and large group presentations, and the ability to build rapport and credibility with students and colleagues across the company Bonus Point if you have: Formal coaching education through courses or certifications Knowledge of working with job seekers with various visas and work authorization requirements Knowledge of working within Canadian job market contexts Knowledge of the hiring process and how to conduct an effective job search in tech Knowledge of the software engineering, cybersecurity, data analytics, data science, design, and tech sales fields and their recruiting/hiring practices Pay is \$24 per hour for the first year. If you are an enthusiastic and dedicated professional who is eager to contribute to the growth and development of our students, we invite you to apply and join our team of passionate Career Service Professionals. Together, we'll help

### Hiring organization

Springboard

### Job Location

San Francisco, California, United States

### Base Salary

\$ 50000 - \$ 90000

### Date posted

May 13, 2024

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## **Contacts**

Job listing via [RemoteOK.com](https://www.RemoteOK.com)