

## Position Description

**Job Title:** SECO Career Counselor  
**Department:** SECO Coaching Services  
**Reports to:** Operations Supervisor  
**FLSA Status:** Exempt

Zeiders is an industry leader in military and family support. Our company's reputation is based on providing top quality service with exceptional, dedicated employees. This approach has earned client confidence and repeat business from satisfied customers. Headquartered in Woodbridge, VA, Zeiders employees support clients worldwide in behavioral health, military family resiliency, work-life education programs, and related services. We seek individuals with strong passion for what we do and our commitment to quality service.

### **Summary:**

The SECO program offers comprehensive education, career and employment services to all military spouses through: SECO Coaching Services, the MySECO web presence and Military Spouse Hub, the Education, Training and Licensing Component and the Military Spouse Employment Partnership (MSEP) Component. Career Coaches provide support to military spouses through the Military OneSource Military Spouse Education and Career Opportunities (SECO) Program Contract. Career coaches connect Military Spouses with academic and career opportunities in which they may be qualified through information and referral services delivered through a call center in a telework environment in their home.

### **Essential Duties and Responsibilities:**

- Provide career coaching services telephonically, in-person at events, and virtually through video coaching , webinars and other web-based and social media platforms to include as directed by the Government;
- Provide comprehensive career services to include assessments, resources, and career consultations for military spouses;
- Educate and customize resources to enhance spouses' well-being in support of their career goals;
- Offer military spouses the opportunity to work with the same career coach over time;
- Create and update educational materials and provide SME support as needed;
- Respond to military spouse needs on social media and online including LinkedIn, Facebook, and MySECO;
- Serve as the primary government source of assistance for military spouses regarding education and career development throughout the military lifecycle; and
- Serve as the central source of information regarding federal, state and local occupational licenses and credential requirements for military spouses in portable occupations and career fields nationwide and/or globally.
- Assist with the inbound call queue during surge periods.

### **Additional Information**

- The call center's hours of operation are Monday – Friday: 7:00 AM – 10:00 PM EST, and Saturday: 10:00 AM – 5:00 PM EST and holidays.
- Successful candidate's specific schedule will be determined by the Coaching Services Manager and may change based on projected call volume and work balance across the team to fulfill the requirements of the contract.

### **Education and/or Experience Qualifications:**

This position requires:

- A Master's degree in Counseling, Career Counseling, Higher Education Administration/Leadership, Education, Adult Education, or related field with 4+ years professional work experience in career, education, and/or employment coaching.
- An active certification in one of the following: the National Association of Workforce Development Professionals Certified Workforce Development Professional certification (CWDP), the National Certified Counselor (NCC) credential through the National Board of Certified Counselors (NBCC), or the Certified Career Counselor (CCC) credential through the National Career Development Association.
- Candidates must have strong technology skills including Microsoft Office Suite (PowerPoint, Outlook, Word, etc.), and web-based platforms.

### **Required Qualifications:**

- Experience providing career coaching/counseling across the career development process to include career assessments, career exploration, career decision-making, resumes, personal branding, interview strategies, job search strategies, etc.
- Evidence utilizing a holistic approach to assist individuals with their career and educational goals.
- Experience working in higher education or extensive knowledge of post-secondary educational institutions and various types of certificate/degree programs,
- Experience providing career and educational counseling or coaching with diverse populations
- Strong written and verbal communication skills; ability to build rapport with individuals
- Demonstrated evidence of successfully working in a team environment

### **Preferred Qualifications:**

- Preference for candidates with MBTI and/or Strong Interest Inventory certification.
- Preference for candidates with experience developing and delivering presentations and /or webinars.
- Preference for candidates with experience working in a call center or service operations environment.
- Preference for former Military, Military Spouse, Veteran or Wounded Warrior.

### **Other Skills and Abilities:**

This position requires access to U.S. Government facilities and systems. U.S. Citizenship, a valid driver's license, transportation, and auto insurance are required.

### **Competencies:**

To perform the job successfully, an individual should demonstrate the following competencies:

- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and requests clarification as needed; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar;

Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- Ability to work both independently and as part of a team.

**Physical Demands:**

Must have a home office set up. Works in office areas. Sits, stands, bends, lifts, and moves intermittently during working hours. Uses personal computer, telephones, copiers, printers and other office equipment. The employee must occasionally lift and/or move up to 10 pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually quiet.

***Zeiders Enterprises, Inc. is an Equal Opportunity Employer***

For more information about Zeiders Enterprises, please check out our web portal at:

<https://www.zeiders.com/>

To apply to the SECO Career Counselor position:

<https://rew12.ultipro.com/ZEI1000/JobBoard/listjobs.aspx?Page=Browse>

or

[https://rew12.ultipro.com/ZEI1000/jobboard/NewCandidateExt.aspx?\\_\\_JobID=3900](https://rew12.ultipro.com/ZEI1000/jobboard/NewCandidateExt.aspx?__JobID=3900)