



Client Experience Manager, Episcopal and Client Services Position Description

Organization: Catholic Leadership Institute

Reports to: Vice President, Episcopal and Client Services

FLSA Status: Exempt

Approval: Daniel Cellucci

Effective Date: July 2020

Vision:

We see a world where each individual understands their God-given mission in life and is doing their best to fulfill it; a world where Catholic leaders are influential voices in society; a world where Jesus' example of loving, servant leadership is modeled in every family, workplace, parish, and community.

Purpose:

Catholic Leadership Institute (CLI) provides bishops, priests, deacons, religious, and lay persons in the Roman Catholic Church with world-class, pastoral leadership formation and consulting services that strengthen their confidence and competence in ministry, enabling them to articulate a vision for their local church, to call forth the gifts of those they lead, and to create more vibrant faith communities rooted in Jesus Christ.

Position Summary:

The Client Experience Manager, Episcopal and Client Services works with the Vice President, Episcopal and Client Services to ensure the fulfillment of services of clients engaged in all contracts with Catholic Leadership Institute. Under the direction of the Vice President, Episcopal and Client Services, s/he will: manage all aspects of external-facing activities and communications including client awareness, content management, project management/contract management, delivery scheduling, and ongoing care and support of client contracts. This role is both leader and support. The Client Experience Manager, Episcopal and Client Services is actively engaged with the Catholic Leadership Institute client delivery teams and internal support staff. S/he proactively recommends and implements contract resourcing, capacity projection and management, project plans, and external communications/client services. Tracking contracted deliverables to actual implementation and impact measurement to implement learnings in new contracts is critical.

This position is located at the CLI office, currently in Malvern, PA. Travel is required.

Desired Qualifications:

Education and/or Experience:

- Bachelor's Degree required; advanced degree a plus
- 7-10 years of responsible leadership experiences in Catholic parish or diocese preferred
- 2-5 years of project management experience required
- 5 plus years of supervisory experience required

Critical Qualifications/Skills:

- Strong understanding of Catholic culture, structures, parish life, ministries, and roles
- Demonstrated ability of project management skills
- Excellent organization, communication, interpersonal and relationship management skills required
- Ability to interact and influence at all levels of an organization
- Classroom management and group facilitation skills; ability to actively engage learners both in person and virtually
- Comfortable with changing and adapting to respond to clients and organizational change
- Must be a team player and be self-motivated
- Understanding of financials, budgeting, and resource management
- Knowledge of adult learning theories, learning styles, and adult motivation techniques
- Working knowledge of Microsoft Office suite required
- Experience with CRM applications, project management tools, and other technology preferred including Blackbaud Raiser’s Edge and Adobe InDesign

Key Responsibility Areas

AREA	KEY RESPONSIBILITY AREAS
PROJECT MANAGEMENT	Create, monitor, and lead the project plans for major CLI contracts to ensure the appropriate deployment of resources, manage to project budget and deliverables including proactive communication, both internal and external. Monitor and manage budgets and relationships to achieve organizational objectives, as well as planning, developing and executing schedules to ensure timely completion of projects.
RESOURCE PLANNING	Ensure that resources are maximized throughout the contract implementation and organizationally including Leadership Consultant assignments, identifying training needs, and capacity planning/forecasting. Assess and allocate available resources (people, technology, materials, and collaborations) including alternatives to serve the apostolate and Catholic Church with the highest standard of excellence.
IMPACT MEASUREMENT	Create, analyze, and share the impact results of Catholic Leadership Institute services at an individual client level and the organizational level including pre- and post-assessments. Publish learnings, identify trends, and recommend programmatic changes based on analysis.
CLIENT DELIVERY	Develop, lead, present, and facilitate standard and custom materials to Catholic bishops, priests, and lay leaders that assist in meeting their outcomes and enable them to fulfill their own ministries within the Church.

Critical Success Criteria:

- **Self-Assurance and Humility:** Has deep trust in the Lord and in one’s ability to meet most challenges. Inspires self and others to fulfill commitments and achieve a positive outcome. Does not seek personal recognition but is committed to the success and growth of others. Makes it about the other person rather than about self. Invites others to more fully participate and open up. Understands that “I have to do it myself and I can’t do it alone.” Values excellence and is committed to lifelong growth in holiness, confidence, and competence.

- **Comfortable with Ambiguity:** Has ability to ‘go and figure it out’ when all necessary information is not available. Is willing to make quick decisions even without all the facts. Handles deviations from routine without assistance; readily accepts changes in procedures, assignments and priorities. Takes change in stride; adapts, improves and overcomes obstacles and challenges. Can balance competing priorities in assignments. Doesn’t dwell on the negative or downside of things or decisions.
- **Resilient Drive:** Has the ability and energy to do what it takes to be faithful to God’s call and to one’s unique role in service to the CLI Vision and Mission. Is motivated to achieve his/her goals and to support the goals of the organization, knowing that that will require effort, flexibility and skill. Anticipates problems and obstacles and brings resourcefulness and a “can-do-spirit” to both short and long-term goals and tasks. Finds satisfaction in the living out of one’s purpose and values and in the effort it takes to achieve one’s key responsibilities and SMART Goals. Is committed to the development and training that it will take along the way.

Application Procedure:

A complete application includes a resume and a cover letter with salary requirements describing the candidate’s reasons for considering the position and perceptions of what makes him/her a good fit. For consideration, please e-mail the cover letter and resume to: HumanResources@catholicleaders.org. Phone screenings will be made with selected candidates before face-to-face interviews.