



## Client Service Manager

The Client Service Manager (CSM) reports to the VP, Fulfillment and provides team leadership for the client service coordinators (CSC) who are support programs offered by the Catholic Leadership Institute. The CSC team is charged with providing our clients with the very best client experience. In addition to overseeing this team, the manager will also manage some client inquiries, ensure client help desk is staffed appropriately, handle escalated issues, maintain virtual client meeting invitations (i.e., Zoom) and ensure our continuing focus on providing excellent client service. The CSM also may create and/or assist in creating ancillary training materials (visual aids, learning aids, etc.) and will ensure all training venues are properly set up with the correct materials our Leadership Consultants need. As part of this role, the CSM also works closely with our System Manager, who ensures our technology, especially our client portal, is operating efficiently and serving our clients' needs.

### Job Duties

- Provide great leadership to the CSC team, ensuring the CSCs are supported and able to be most effective. Also ensures the team maintains excellent relationships with the CSC team's internal (and external, if appropriate) clients
- Be an excellent team member willing to help wherever needed; comfortable with supporting and assisting others
- Oversee the deadlines and the prioritization of work with our client engagements
- Work with Leadership Consultants and the Leadership Consultant Director to ensure their needs are being met by the CSC team
- Create and maintain, under the supervision of the Director, Leadership Consultants, the leadership consultant agreements
- Report on team survey data and perform simple analysis on trending survey responses
- Ensure timely and accurate shipping of materials to offsite venues
- Have deep respect for and understanding of the Roman Catholic community, parish life, and ministry and be a practicing Catholic

### Qualifications

- Bachelor's degree and pertinent work experience or at least 3-5 years in client service or combination of client service and management experience
- Strong leadership skills with proven management ability
- Outstanding client service skills focusing on ensuring the client and the CSC team are both well-supported, with special focus on innovative problem solving and outstanding attention to

detail

- Ability to think creatively and critically about current and prospective processes
- Accomplished multi-tasker who can juggle multiple projects simultaneously and anticipate needs of key clients
- Excellent written and verbal communication skills, especially via phone and email
- Ability to think creatively and critically about current and prospective processes
- Patient, compassionate and empathetic
- Great time management skills and ability to thrive in a fast-paced environment
- Working knowledge of Microsoft products and ability to quickly learn new technology
- Familiarity with Adobe InDesign preferred; will consider experience with layout design and/or desktop publishing and ability to learn Adobe InDesign

Standard office environment. Fully remote work available or can be located in our Malvern, PA office. Note: This team supports time zones across the US so occasional off-hours work may be required.

**Does This Sound Like You? Want to Know More? We'd Love to Learn More About You!**

Send us an email ([JoinUs@CatholicLeaders.org](mailto:JoinUs@CatholicLeaders.org)) with your resume and a cover letter explaining your reasons for considering this position and why you are the perfect fit for us and our mission!