



CRISTO REY
PHILADELPHIA
HIGH SCHOOL

Job Description Director of Client Relations

Organization Summary:

[Cristo Rey Philadelphia High School](#) (CRPHS), a college preparatory, Catholic school for students of all faiths, nurtures and challenges young people to recognize and realize their full potential as they learn to love others, grow in their faiths, and serve the common good. Founded in 2012 and based in a beautiful campus in the Tioga neighborhood of Philadelphia, the school serves over 540 students in grades 9-12 from across Philadelphia and Camden.

Each student participates in the Work Study Program (WSP), an integral part of the Cristo Rey model in which every student works one day a week throughout their four years at the school. WSP is a subsidiary employment agency operated within CRPHS that trains students for entry-level employment and markets their services to local clients, enabling all students to earn approximately half the cost of their education through a job-sharing partnership. WSP participation is a critical component of every CRPHS student's education. Through this program, CRPHS students provide valued service to Philadelphia area companies and organizations where they also find mentors and forge fundamental networks for their future success.

The Ideal Candidate:

Cristo Rey Philadelphia High School is seeking dedicated, intellectually curious and mission-driven individuals who are open to growth, committed to equity and inclusion, and who reflect and/or celebrate our rich cultural diversity. As part of the team, they will have an opportunity to continue to develop one of Philadelphia's most promising educational options for young people.

Job Summary: The Director of Client Relations oversees the daily management of job partner accounts in order to ensure that the on the job experience is a "win/win" for partners and students and manages a portfolio of job partner accounts. The role cultivates a client relationship management and satisfaction approach by 1. Supporting and coaching account managers to effectively respond to, communicate with and support job partners in their efforts to both manage and develop students and provide meaningful work for students. 2. Supporting and coaching account managers to hold students to high expectations with respect to workplace

performance. 3. This role also oversees the management of the students assigned to work at Cristo Rey Philadelphia to ensure that the students placed at Cristo Rey are developing the skills and habits necessary to succeed in the workplace.

Reports to: Vice President, WSP; This is a 12 month role

Direct Reports: Account Managers with respect to their account management, partner engagement and student developmental responsibilities.

Departmental Areas of Oversight: Account Management (Student Performance, Student Experience, Job Partner Satisfaction & Engagement), Student Skills Development and Curriculum & Instruction for students placed at Cristo Rey, Parent Engagement

Duties & Responsibilities:

- Oversee the day to day management of job partner accounts to maximize both student and job partner satisfaction.
- Maintain a portfolio of Accounts and serve in the Account Manager role for those Accounts.
- Coach and support Account Managers to reach program objectives.
- Meet monthly with Account Managers to assess student performance, student job responsibilities and partner engagement.
- Provide monthly executive summary reports to the Vice President on the state of accounts.
- Meet regularly with the Vice President to develop strategies for client satisfaction.
- Collaborate with Account Managers to promptly address any repeated student performance issues and devise action plans.
- Supervise and manage the performance of all work study staff with respect to their account management related responsibilities.
- Envision the ongoing improvement of WSP to ensure that it is an increasing benefit to the student experience at CRPHS.
- Envision the ongoing improvement of WSP to ensure that it is an increasing benefit to job partners.
- Oversee the planning and execution of the Business Bootcamp curriculum and the strategic recruitment of guest instructors.
- Create a professional mentorship framework for account managers that emphasizes workplace skill development (technical and noncognitive) to ensure student employability and success at work.
- Develop and enforce policies and structures to ensure a high level of student performance, programmatic quality control and healthy client relationships.

- Manage timecard completion by both supervisors and students by establishing processes and procedures for account managers to follow when either students or supervisors are not consistently completing timecards.
- In close collaboration with the Vice President, increase and sustain job retention to 90%+ through development and implementation of a robust and creative stewardship plan (events, outreach, social media, etc.).
- Collaborate with the WSP team to develop a parent engagement plan to increase parent awareness of the objectives and outcomes of student participation in WSP.
- Manage and develop Student Recognition Programs (Daily Shout Outs and Employee of the Month).
- In collaboration with the Director of Operations, coordinate, facilitate, and organize student placement at job partners with the work-study team.
- Additional duties as assigned.

Required Skills & Qualifications:

- A desire to learn and be part of the unique Cristo Rey mission, recognizing the educational value and financial importance of the work study program; workforce development experience preferred
- Successful applicants will embody the mission-commitment, intellectual curiosity, openness to growth, and optimism that are central to the character of our team.
- Experience in successfully managing complex relationship portfolios with diverse stakeholders
- Strengths-based approach to working with students and adults; ability to be a consistent, positive role model and support for students
- Excellent interpersonal, written and verbal communication skills
- Basic knowledge of database management such as Salesforce, Google Drive, and other information management systems
- Creative and entrepreneurial attitude with a desire to work in a fast-paced, detail-heavy environment that often presents competing priorities that require quick decisions and good judgment
- Comfortable working independently and collaboratively
- Ability to work in a faith-based organization
- Bachelor's Degree required
- Demonstrated expertise in customer service and client relations
- Coaching and Management experience

Conditions of Employment

- This position is an exempt, full-time, onsite position
- Must pass background checks for working in a school setting
- Must hold a valid driver's license

- Vaccination of COVID-19 as a condition of employment, subject to lawful exemptions

Physical Requirements:

Ability to physically perform the duties and to work in the environmental conditions required such as:

- Functioning in classroom space – walking, sitting, standing, reaching
- Must be able to sit for up to two hours looking at a computer monitor, using a keyboard/mouse and typing
- Must be able to stand for up to two hours instructing a classroom of learners
- Must be able to lift up to 25lbs on a frequent basis.

Application Process:

To apply for the Director of Client Relations position at Cristo Rey Philadelphia High School, please submit a PDF of the following documents in an email to jointheteam@crphs.org:

- Resume or CV;
- Cover letter expressing interest in this position;
- Three references including name, title, relationship to applicant, phone number, and email address of each

Cristo Rey Philadelphia High School is an equal-opportunity employer with excellent benefits and a mission-driven culture that values community and initiative. Salary is commensurate with experience.