



CRISTO REY  
PHILADELPHIA  
HIGH SCHOOL

## Job Description Client Relationship Manager

### 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 Client Relationship Manager will 1.) serve as a liaison and account manager to an assigned portfolio of corporate partners; 2.) be a professional coach and mentor to an assigned group of students and 3.) assist the Work-Study Department with the development of the remote work program. In this role, the Client Relationship Manager will interact regularly with students and corporate sponsor supervisors regarding the students' work, performance, and job assignments. This individual will provide outstanding customer service and develop the students' skills to be successful in the workplace. This role will also provide proactive customer service to our corporate and non-profit partners. The Client Relationship Manager will join a dynamic and diverse team which is focused on preparing and developing the future workforce.

**Reports to:** Director of Client Relations, WSP; This is a 12 month role

### **Duties & Responsibilities:**

- Proactively provide assigned portfolio of corporate sponsors with information about the students, respond to inquiries and resolve issues in a timely manner
- Identify and proactively resolve challenges to help students excel in the workplace
- Facilitate and walk students and parents through any job onboarding requirements required by our corporate sponsors
- Follow up on timecard and evaluation comments with supervisors, students, and parents/guardians
- Assist in the implementation of retraining and remediation programs for students based upon supervisor feedback, observations from site visits, and performance evaluations.
- Support the remote work program
- Work collaboratively with Work Study team members, Deans and Counseling department as needed to support students in the workplace and uphold Cristo Rey policies and expectations
- Model career readiness competencies in demeanor, dress, attitude, and work ethic
- Nurture an environment where commonalities and differences among people are recognized, and to be a champion of diversity, equity, and inclusion best practices
- Prepare students for work at morning check-in
- Assist with program event planning and execution
- Work collaboratively with Work Study team members with respect to program logistics
- Perform other job 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 experience in customer service and client relations

### **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 Client Relationship Manager position at Cristo Rey Philadelphia High School, please submit a PDF of the following documents in an email to [jointheteam@crphs.org](mailto: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.*