



**Position Title:** Community and Client Relationship Representative

**Status:** Exempt, 37.5 hours/week, Hybrid (On-campus and Remote)

**Summary of Responsibilities:**

Iliff School of Theology seeks a Community and Client Relationship Representative to join the Iliff Innovation Lab. The Innovation Lab is a new initiative that works to cultivate new learners and opportunities for growth outside of traditional degree-seeking academic spaces. Our mission is to make things people need, in engaging and accessible formats, bringing deep critical thinking and a commitment to social justice to our programs and products. By working with and understanding specific users and their needs, we draw on the resources and expertise Iliff has developed over the years to make innovative experiences for new audiences. We are building products for a diverse set of users, from consulting services on the best use of AI to DEI workshops for business professionals, and we will continue to add to our suite of offerings.

The primary responsibility for this position will be to develop clients for and manage accounts to facilitate product delivery. Successful candidates will be generalists with strong project management abilities who can work with us to design new offerings in line with Iliff's mission, as well as being skilled at communicating the value of Iliff's offerings to clients and community members. This position will report to the Vice President of Innovation.

**Primary Responsibilities:**

- Cultivate/build client relationships toward providing services
- Manage project tasks and milestones throughout the entire lifecycle of a project
- Provide excellent service to clients throughout the whole life cycle of a project
- Contribute to team's work to build and deliver high quality services and products for diverse audiences
- Streamline the product offering process
- Manage/maintain customer database
- Provide regular project status reporting
- Discover opportunities to grow client base

**Required Qualifications:**

- Project management experience
- Experience managing diverse customer/community needs
- User-centered design sensibilities
- Associates degree required, bachelors or higher preferred
- An ability to translate academic expertise to non-academic partners
- Ability to work effectively and collaboratively in a team environment
- All Iliff's employees have received COVID-19 vaccination. Medical exemptions are also accepted.
- Alignment with Iliff's core values of critical thinking and social justice

**Preferred Qualifications:**

- Experience effectively communicating with technical industries
- Experience with CRM system

**Education:**

Associates degree from an accredited college or university; or one to two years related experience and/or training; or equivalent combination of education and experience. Bachelors or higher degree is preferred.

**Position Annual Salary Range:**

\$65-75k

**Physical Demands**

Ability to rapidly input data entry and operate common office equipment. Accounting work requires extended periods of time in a stationary position. Light physical activity including occasional lowering oneself, remaining stationary, traversing, and transferring lightweight materials up to 35 pounds. Ability to travel independently--this person may travel to conferences and events in other states 1-4 times a year and may need to meet with customers at their workplaces in Denver.

**Work Required Outside of Monday through Friday Business Hours:**

Some early arrival, nights or weekend work may be necessary.

**Benefits:**

Currently includes medical, dental, life and disability insurance, vacation, sick and holiday pay, and a tax-deferred annuity plan.

This job description is subject to change at any time.

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