Client Success Coordinator

Greenwood Village, CO I On Site I Full-time

Who We Are

Amazing Parish is a movement led by pastors and parish leaders who firmly believe in the power of courageous leadership and cultural change to bring about parish transformation from the inside out.

After eleven years of fruitful work seeing pastors and parishes flourish with the accompaniment of the Amazing Parish team, we see bold visions and new opportunities in front of us to Gather, Coach and Inspire an international movement of healthy and effective leaders in order to renew and unlock the Church for mission.

Job Specifics

As our work with pastors and parish leaders expands, we need a key player to assist with day to day coordination of client needs and project management of coaching activities and events. By anticipating the needs of individuals and the team, this role will accelerate the growth of our mission through personalized and timely support. Primary duties will include but are not limited to:

- Project Management:
  - o Effectively coordinate and communicate within our Mission, Ops and Growth teams o Drive fulfillment of coaching team special projects
  - o Coordinate across internal stakeholders to ensure deadlines are met
- Event Coordination:
  - o Coordinate logistics for coaching related events: Pastor Leadership Retreat, New Pastor Training, monthly webinar series
  - o Manage guest communications, registration and promotion
  - o Assist coaches with client travel - expense management and reimbursement, content coordination for convocation events, etc.
- Client Onboarding:
  - o Assist growth team with the management of client renewals and communication around continued coaching
  - o Manage the onboarding process of new clients to ensure all details are accounted for (welcome boxes, LMS access, data management)
  - o Manage client milestone and deeply known mailers
  - o Assist with reporting, data entry and client research - solid mastery and ownership of CRM needed to troubleshoot and advance our work processes in this area
- Client Communications:
  - o Manage scheduling fulfillment with coaches, assist with scheduling and proactively reach out to clients who have a gap in meeting cadence
  - o Manage client surveys and assessments
  - o Build tool mastery among clients by training and communication around resources available to them.
  - o Assist VP of Mission with monthly Coaching Insights email (content creation & project management)
  - o Field phone calls and email for general client needs

What You'll Need

- A Catholic missionary heart that is on fire for helping pastors embrace apostolic mission
- An ease in building and maintaining strong relationships
- Excellent interpersonal and communication skills
- Eye for detail and strong tenacity to bring a variety of tasks through to completion
- Ability to recognize patterns and utilize intuition to assess dynamics and needs on a team
- Ability to effectively apply AI tools within specified company guidelines and operational workflows

Salary is commensurate with experience with a target range of $58,000 - $65,000.

Interested applicants contact Deb Glemkowski, Operations Coordinator, at team@amazingparish.org.