



### **Client Services Director - Position Summary**

The Client Services (CS) Director is a senior level role reporting to the Executive Director/CEO and working closely with all ILI staff in the headquarters office and ILI's affiliate offices abroad. The role will be full-time at ILI's Headquarters office in Washington DC.

In regular consultation with the Executive Director, the CS Director will act as ILI's principal coordinator/overseer for business development, client and partner management, and project administration. They will coordinate identification of new international development opportunities, primarily through USAID and other Washington DC based donors, researching the opportunities and preparing for bid development, establishing proposal partnerships, proposal development (including oversight of technical proposal writers and other bid development contributors), and maintaining project databases.

### **Roles and Responsibilities**

- Coordinate and keep track of numerous business development and ongoing project activities, including coordination with various counterparts;
  - Engage in a client-facing role, regularly representing ILI with staff from USAID, the U.S. Department of State, and other US Government agencies, other donors, including the international finance institutions, as well as contractors, project partners, and consultants;
- Track business development opportunities and maintain a bid tracker;
- Oversee and contribute to proposal development;
- Coordinate with the Executive Director and Finance Director on technical and travel approvals and activity budgets, subcontractor technical work and billing, and consultants' technical work as well as billing and travel;
- Learn and internalize United States Government rules and regulations for procurement implementation of long-term projects;
- Work with other staff and leadership to ensure projects are implemented in accordance with client rules and requirements, as well as ILI policy;
- Guide staff with project logistics and consultant onboarding activities and expense reports, potentially serving in mentorship role(s) as applicable.

### **Requirements**

- Bachelor's/Master's Degree in international affairs and/or international development, international policy, or other relevant fields;
- 7 - 10 years relevant international development work experience;
- Experience working on contracted donor projects, particularly for USAID, and experience working in an international settings a plus;



- Demonstrable experience working with all aspects of business development and project management;
- Experience working with subcontractors, prime contractors, resource partners, and consultants in business development and project management, particularly during the start-up and close-down phases;
- Strong communications skills and effective proposal and report writing skills, with a high level of attention to clarity and detail;
- A demonstrated ability to work effectively and positively in teams and group settings;
- Proficiency with Microsoft Office and Adobe Acrobat and InDesign;
- Able to travel abroad on a frequent or semi-frequent basis;
- Interests in legal and regulatory environment, economic governance, access to finance, trade, digital economy, and/or private sector development.

ILI is an equal opportunity employer and does not discriminate in its hiring or employment practices.