

Job title: Bilingual (English/Spanish) Client Resource Associate – Harvey Home Connect

Location: Houston, Texas

Work schedule: Monday – Friday, 9am-5pm, full-time

Length of employment: Position currently funded through April 2019

Company Overview:

SBP is an award-winning, innovative, disaster resilience and recovery nonprofit organization whose mission is to shrink the time between disaster and recovery. SBP educates, advocates for and improves the disaster recovery system so that impacted homeowners and communities can have a prompt, efficient and predictable recovery. Thanks to thousands of volunteers and the service of 240 AmeriCorps members each year, SBP has rebuilt more than 1,350 homes across 8 states. To learn more about SBP's other strategic interventions to achieve our mission, please visit SBPUSA.org.

At SBP, we are driven by four core values:

1. All problems are solvable.
2. People are hardwired to fix, solve and help.
3. We treat our clients the way we would treat our family.
4. We believe in continuous improvement, or as we call it, "Constructive Discontent"

SBP encourages innovative, hard-working individuals who care about driving social impact to join our team so that, together, we can change the way America prepares for and recovers from disasters.

Job Summary:

SBP has enjoyed significant growth over the past several years and is now recognized as a leader in the post-disaster recovery and resilience field for its innovative programs that increase the efficiency of rebuilding after disasters.

The organization is seeking qualified, Houston-based, bilingual (English/Spanish) Client Resource Associate to work on the Harvey Home Connect team. Harvey Home Connect is a new technology-based system designed to facilitate low-income homeowner access to a network of local home-repair non-profits in the wake of Hurricane Harvey. The Client Resource Associate will analyze client application data, perform document verification, and match homeowners to appropriate non-profits based on key factors like income and ZIP code. The Client Resource Associate will be the human-face of the system, so strong customer-service skills are a must. The Client Resource Associate will actively contribute to a fast growing, dynamic, and fun team working on an innovative solution to help Houston recover more quickly after disasters.

Qualifications:

- Demonstrated empathy towards clients (you put yourself in their shoes), ideally in a previous customer service or customer-facing support role
- Persistence and diligence in always trying to get things right for the client

- Experience and satisfaction working in a detail-oriented role that requires a high level of organization
- A bias for action that enables you to take ownership of your responsibilities and complete your work efficiently and effectively
- Great written communication and interpersonal skills in English and Spanish
- Experience working with technology, preferably software, to streamline processes and/or help people more effectively
- Experience working with stakeholders, preferably non-profit organizations, to comprehend their needs, apply feedback, and build meaningful relationships
- Experience working with vulnerable populations, especially immigrant communities, is preferred
- Bachelor's degree plus 1-3 years of work experience (internships will be considered, and education may be substituted for relevant professional experience)
- Ability to pass a criminal history check with the sex offender registry, Texas State Police, and FBI

Responsibilities:

- Input, manage, and analyze client data using Salesforce
- Communicate effectively with clients to verify supporting documentation and set accurate expectations around their application status
- Maintain an organized workflow that tracks client progress in real time
- Understand the post-disaster home repair process and work with colleagues to decrease the time between response and recovery
- Actively solve problems for clients and colleagues in a fast-paced, startup environment
- Ability to be flexible and respond to shifting priorities and responsive to time-sensitive issues
- Understand a complex network of home repair organizations, their priorities, and their service capacities
- Think critically about client experience, both related to their interactions with technology and the people trying to help them, to make the home repair process as simple and straightforward as possible
- Assist clients in completing applications for funding programs earmarked for the recovery needs of disaster-impacted individuals in the local community and assist the client in navigating these programs throughout the rebuilding process
- Ensure and actively protect the integrity and confidentiality of client Personally Identifiable Information
- Maintain a flexible work schedule to meet job demands
- Align work performance with SBP's core values

Primary Relationships: This position reports to the Harvey Home Connect product manager. Additional internal relationships will include the broader Harvey Home Connect staff and SBP's client services team. External relationships include home repair clients, disaster case management organizations, and other home repair non-profits.

To apply: Submit a brief cover letter (less than 200 words) and your resume dmcnally@sbpusa.org. We will follow up with qualified candidates—please no calls or emails after your submission.

SBP is an equal opportunity employer and adheres to all applicable city, state and federal laws regarding equal employment opportunity and hiring practices.

All qualified applicants will receive consideration for employment without regard to age, race, color, religion, creed, sex, gender, gender identity, sexual orientation, pregnancy, genetic information, national origin, physical or mental disability, marital status, veteran status, disabled veteran status, or status as a member of any other protected group or activity.

It is the policy of SBP not to discriminate against any individual, person, or group on the basis of disability and the intent of SBP to address any complaints may arise pursuant to Section 504.