



Position: Client Services Manager
Organization: SBP - SOLA
Reports to: Executive Director - SOLA

About SBP

SBP is an award-winning, innovative nonprofit organization whose mission is to shrink time between disaster and recovery. A leader in volunteer-driven, post-disaster rebuilding; SBP educates, advocates and improves the disaster recovery sector so that we can collectively achieve more for communities.

With a team of 50 staff and 180 AmeriCorps members, SBP has rebuilt more than 1,100 homes across 8 states and shared best practices with many more.

SBP's vision is to embrace constant improvement, community-wide collaboration, and clear benchmarks to reduce human suffering caused by the tolls of delay in recovery. By pairing resilience training with recovery operations, we strive to reduce the need for our rebuilding services over time by increasing preparedness among vulnerable communities.

SBP encourages individuals that are hungry for change and eager to innovate to join our team so that we can change the future of disaster recovery together.

Overview

The Client Services Manager oversees all aspects of SBP's Owner Occupied Rebuilding Program (OOR) that develops safe, secure, and affordable housing for qualified homeowners. OOR provides repair/rehab services for low to moderate income homeowners who lack the resources to fix their damaged properties. The Client Services Manager supervises a team of 3-5 full time AmeriCorps members who provide high quality case management services. The Manager ensures that the goals for the program are met while adhering to all funding and program requirements. The Manager also works closely with the construction and volunteer team to ensure a steady queue of projects and volunteer friendly work.

Responsibilities

Leadership & Management

- Implement vision and operational plan for the Client Services Department to achieve goals for Owner Occupied Rebuilding Program.
- Display strong commitment to SBP's mission, values, and ethos of community service and continual improvement.
- Manage 3-5 full time AmeriCorps members supporting the OOR program. Provide training and support to other SBP locations in this function area as needed.
- Cultivate and maintain excellent relationships with external partners and stakeholders. Represent the organization as needed at meetings, events and on phone calls.

Client Services/Case Management

- Manage the successful day-to-day operations within the department. Be available and provide support to Client Services Coordinators. Provide guidance on the resolution of difficult cases/scenarios.
- Attend and review all client intakes. Ensure that all approved clients meet the criteria to receive rebuilding services. Offer referrals and other supports that clients may need.
- Train and support incoming CSC's and ensure the successful transition of clients from the outgoing to the incoming CSC.
- Maintain a client caseload.
- Manage and improve the client experience: ensure that all communication with clients is clear, honest, and accurate; conduct pre/post client surveys; and develop quarterly reports on client satisfaction
- Fully understand the Bridge Loan Program and the Restore Louisiana program and how our clients can fit into either program

Fundraising & Marketing

- Assist with preparation of proposals and other fundraising materials.
- Conduct outreach that will encourage hard to reach clients to apply to OOR.

Grants Management and Compliance

- Adhere to all program guidelines and contracts set forth by funding partners. Prepare reports as needed.
- Ensure proper file management/document collection.
- Work with the development team to source and apply for available grants

Qualifications

- Clear communication skills and a strong sense of maturity, positivity, and professionalism.
- Able to satisfactorily pass a Criminal History Check to include sex offender registry, Louisiana State Police, and FBI.
- Valid driver license and reliable transportation.

Salary & Benefits

Salary is commensurate with experience. Company provides benefits package to include paid time off and health coverage.

To apply

Submit a tailored cover letter, resume, three professional references and salary history to SOLAcareers@sbpusa.org. We will follow up with qualified candidates - please no calls or emails.

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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, gender, creed, 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 that may arise pursuant to Section 504.