



**Position:** Bilingual (English/Spanish) Client Resource Associate –  
Harvey Home Connect  
**Organization:** SBP - Houston  
**Reports to:** SBP/Harvey Home Connect Product Manager

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### ***About SBP***

SBP is an award-winning, innovative nonprofit organization that shrinks the 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 70 staff and 240 AmeriCorps members, SBP has rebuilt 1,500 homes across 8 states and shared best practices with many more.

### **Job Summary:**

Bilingual (English/Spanish) Client Resource Associate will analyze client application data, collect and verify documents, 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
- Strong ability to prioritize tasks and work through a large volume of cases thoroughly and efficiently
- Demonstrated success in understanding and working within complex client management processes, or similar demonstrated success related to process-driven problem solving
- Experience and satisfaction working in a detail-oriented role that requires a high level of organization
- Great written communication and interpersonal skills
- Experience working with technology, preferably software, to streamline processes and/or help people more effectively
- Experience working with vulnerable populations 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
- Actively solve problems for clients and colleagues in a fast-paced, startup environment
- 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

**[To Apply – Click Here](#)**

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.*