



Position: RAF Client Services Manager
Location: Southwest Louisiana/Lake Charles Area
Reports to: RAF Program Director

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About SBP

SBP, a social impact organization focused on disaster resilience and recovery, **solves the challenges facing** SBP is a national disaster recovery and resilience organization that ensures under-resourced disaster survivors and communities of color access a predictable and equitable recovery. We accomplish this goal by:

Preparing individuals, communities, and organizations ahead of disasters to mitigate vulnerabilities

Shaping the disaster sector's systems, policies, and programs

Building resilient communities

By taking this holistic approach, SBP shrinks the time between disaster and recovery, securing a brighter future for those impacted by disasters.

Position Summary

This position will serve as SBP's primary client/survivor facing point of contact for Louisiana Recovery Acceleration Fund (RAF). The Client services manager is responsible for creating a successful client experience from application to closeout. This team member will work closely with the RAF construction director, contractors, and clients to ensure that all program communication is timely and accurate.

Responsibilities

- Creates a seamless client experience from application to close out
- Identifies survivors who may be eligible for RAF and recruiting/encouraging them to apply whether through direct action, partnerships, or contracts
- Oversees application review process from screener to approval including duplication of benefits review and documentation
- Potentially oversees other case managers in the future but this position will be responsible for maintaining a full and active caseload as well
- Works with RAF Program Director to build, refine, and maintain a system of record for the RAF program
- Works closely with the RAF Director of Construction to establish a standard process for collecting and uploading all relevant information from the site
- Manages the collection of all standard and/or case specific documentation necessary to submit for successful reimbursement from LA-OCD
- Ensures reimbursements are submitted in a complete, accurate, and timely manner
- Presents monthly to company directors and assist with routine audits by members of SBP's finance and government services team

Requirements

- Previous experience with client intake and eligibility process implementation
- Strong client communication skills
- Focused attention to detail
- Able to communicate effectively with a variety of stakeholders: clients, SBP management, contractors, state government officials, local government officials, etc.

- Moderate experience with Microsoft Office and/or Google Suite
- Able to satisfactorily pass a Criminal History Check to include sex offender registry, State Police, and FBI
- Must be fully vaccinated against COVID-19 to CDC guidelines and able to provide vaccination documentation

Performance Expectations

- Able to juggle multiple, competing priorities in a fast-paced environment
- Exceptionally self-motivated and curious
- High level of personal accountability
- Align work performance with SBP's core values
- Top-notch written communication and interpersonal skills
- Detail-oriented with strong troubleshooting, analytical and problem-solving abilities
- Superior work ethic and high energy level
- Desire and ability to work, grow and learn in a startup environment
- Plan and meet deadlines
- Maintain a flexible work schedule to meet the demands of executive management
- Demonstrate initiative and work as a team player
- Convey a professional and positive image and attitude regarding the organization and the not-for-profit sector
- Demonstrate commitment to continued professional growth and development
- Ability to understand and engage diverse audiences and new target markets

SBP is building a diverse and experienced staff. The organization encourages multiple perspectives and experiences, supports a multicultural environment, and strives to hire and retain a diverse workforce that reflects the populations we work with and the communities where we work. Our hiring and business practices appreciate the strengths offered through different backgrounds.

SBP is an equal opportunity, affirmative action employer and is committed to providing access, equal opportunity and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities. 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.