



Client Services Manager Job Announcement

About Rebuilding Together Silicon Valley (RTSV)

We believe that everyone deserves to live in a safe and healthy home. Rebuilding Together Silicon Valley brings volunteers and communities together to improve the homes and lives of low-income homeowners in need. Our impact extends beyond the individuals served to revitalize and stabilize vulnerable neighborhoods in our community.

Our work preserves affordable housing by transforming homes and lives through critical repairs, and accessibility modifications, at no cost to the service recipient. The majority of the homeowners we serve are older adults and/or people with disabilities who are physically and financially unable to maintain safe and warm living conditions for themselves and their families. Our efforts are strengthened by partnerships and collaborations with government agencies, private businesses, skilled craftspeople, civic organizations, faith communities and community volunteers. For more information about the organization, visit www.rtsv.org.

Primary Responsibilities:

- Respond to incoming visitors, phone calls, emails, and letters.
- Guide the client application process: coordinate client review and screening processes, including telephone screenings, and ensuring timely collection of qualification documentation.
- Communicate by phone and in writing with clients on application status during all stages of the review process.
- Complete and file Environmental Reviews with appropriate city housing departments for work to be completed.
- Oversee the Client Services Department which includes a Client Services Coordinator and Client Services Associate.
- Support volunteer & staff preview teams in assessing client eligibility; support the scheduling teams and visits.
- Schedule Repair Technicians service visits to homeowners.
- Coordinate and support pre and post work client orientation sessions and project follow-up obtaining client surveys, testimonials and project signoffs.
- Refer clients, as appropriate, to other services in the community.
- Maintain applicant database and coordinate information data entry.
- Manage client files, pre and post project paperwork collection and recording of project statistical data reporting.
- Train, manage and support office and program support volunteers.
- In coordination with program staff execute client and community facility outreach to partner organizations and community at large to secure client and facility applications.
- Other duties as may be assigned.

Qualifications:

- Commitment to serve low-income homeowners and communities.
- Impeccable organizational skills, significant attention to detail and follow-through, ability to work on multiple tasks in a growing and changing environment.
- Ability to perform duties with minimum of supervision and able to complete projects from start to finish.
- Strong customer service mindset with effective and diplomatic, yet supportive communication style. Professional phone manner with concise verbal skills.
- Ability to be flexible, adaptable and maintain professional decorum under stress.

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- Ability to work with a diversity of people from various ethnic, socio-economic, and living environments. Willingness to work as a team with clients, volunteers, and staff.
- Ability to excel in a fast-paced, team orientated, small office environment and desire to work with volunteers who provide and need varying levels of support.
- Strong writing and computer literacy with PC based MS Office programs. Familiarity with standard office equipment.
- Bi-lingual English/Spanish or English/Vietnamese a must.
- Minimum five years of customer service, social services, executive assistant, or related work experience.
- Education: College degree or commensurate experience.

Hours

Full-time, non-exempt position with ability to work occasional evening and weekends to support organizational and event activities. We offer flexibility to accommodate these obligations. This position reports to the Executive Director.

Compensation

Anticipated starting salary is \$70,000-\$75,000 depending on experience. Benefits package includes medical, vision & dental insurance and PTO (Paid time off) leave for all full-time employees. Dependent coverage may be elected at the employee's own expense. In addition to PTO accrual, Rebuilding Together Silicon Valley recognizes 11 paid holidays.

RTSV provides equal opportunity employment without regard to race, color, gender, age, disability, religion, national origin, marital status, sexual orientation, ancestry, political belief or activity or status as a veteran.

To apply, email your cover letter (word or PDF document) summarizing your interest, fit with qualifications, and experience along with a current resume to jobs@rtsv or apply on Indeed. Position is open until a qualified candidate is hired.