



GREAT CAREERS START HERE!

Are you interested in becoming a valued member of an award-winning team of professionals who are dedicated to helping ease hardship & foster financial stability in our community? We'd love to hear from you! Apply today for the full-time Client Services Manager position by sending your resume to: jobs@nfcchelp.org

Job Summary: The Client Services Manager is responsible for creating, managing and implementing client centered intake policies and procedures. This includes maintaining the reception of the Food Pantry; the end-to-end application processes; follow up on applications and resolving complex client matters. The Manager of Client Services manages and trains all Client Services Team Members and volunteers.

Job Duties and Responsibilities:

- Responsible for the creating and implementing client-centered application processes and procedures and ensuring that all eligibility standards are followed.
- Manage all requests for food assistance and assign cases to case manager based on application status and eligibility.
- Communicate status to applicants requesting assistance and handle staff assignments
- Create and maintain client support resources for reception of Food Pantry
- Provide backup support where necessary at reception and front desk.
- Responsible for accuracy of Salesforce client program data input
- Create and maintain the intake handbook.
- Manage all difficult/sensitive situations and provide resolution where possible.
- Ensure client records are secure and confidential according to NFCC policy and procedures.
- Manage cases as needed.
- Manage and train volunteers for Food Pantry.
- Trains and supervises all intake staff; conducts performance evaluations; promotes positive employee relations and talent development of the intake staff.
- Provides language translation when needed.
- Serve as a liaison between Food Pantry and Duffy Center reception areas.
- Adapt workflow during special programs.
- All other duties assigned by management.

Required Skills and Abilities:

- Ability to create and implement policies and procedures.
- Knowledge of MS Office.
- Strong customer service and interpersonal skills.
- Ability to solve sensitive matters.
- Must have a high level of professional ethics and the ability to keep client information confidential.
- Spanish speaking may be required.
- Criminal background clearance.
- Negative drug test screening.

Education and Experience: Bachelor's degree in Human Services or another related field preferred. Two years' experience in managing similar intake staff and services.

Supervisory Responsibilities: The Manager of Client Services manages and trains all Client Services Team Members and volunteers. Trains and supervises all intake staff; conducts performance evaluations; promotes positive employee relations and talent development of the intake staff. Manage and train volunteers for Food Pantry.

If this sounds like the role for you, we'd love to meet you! Please submit your resume to jobs@nfcchelp.org.

Job Competencies:

- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Leadership** - Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.
- **Managing People** - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self-available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products, and services.; Continually works to improve supervisory skills.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Physical Demands and Work Environment: Work is performed indoors in an office setting sitting in front of a computer 80% of the time. Must be able to lift to 10 lbs. Will be required to work evenings and weekends as needed.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EEO Statement: NFCC is an Equal Opportunity Employer, NFCC does not discriminate based on race, religion, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disabilities, national origin, veteran status, or any other basis protected by the law. All employment is decided based on qualifications, merit, and business needs.

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NFCC is a 501(c) 3 nonprofit organization whose mission is to help ease hardship & foster financial stability in our community.