

Rebuilding Together, Platte Valley East, Inc.
“Repairing homes, Revitalizing communities, Rebuilding lives”

Job Title: Client Services Manager
Status: Part Time (20 - 25 hours/week)
Hours: Flexible
Salary: Hourly based on experience
Office Location: West Point
Supervisor: Executive Director



Rebuilding Together, Platte Valley East, Inc. has provided home repair and modification services at no cost for low-income homeowners in Dodge County since 2007 and in Cuming County since 2019. We are an affiliate of the national Rebuilding Together, Inc. and are locally governed by a Board of Directors. We currently have two staff members and are adding this newly created position to provide local support to our services in Cuming County and assist with client services in both Dodge and Cuming Counties.

Qualifications:

- Minimum of 2 years relevant experience preferred;
- Basic knowledge of affordable housing and/or social service issues and concerns is expected;
- Must be able to work with minimal supervision;
- Commitment to the Rebuilding Together mission;
- The ability to work with people of all races, faiths and backgrounds is a must.
- Must possess excellent verbal and written communication skills, and confidence with public speaking;
- Must possess solid technology skills, including computers, databases, online reporting systems and be willing to learn new software programs;
- Must possess strong organizational skills and the ability to handle multiple tasks;
- Must possess independent decision-making abilities, and judgment, and initiative to manage non-routine situations;
- Basic mathematical skills required.
- Must possess a valid driver's license with a good driving record.
- Must have the ability to provide own transportation (mileage reimbursed) to complete travel requirements of the job.
- Due to our work with vulnerable populations, final candidates for this position must be willing to submit to state and federal background checks as a condition of employment.

Duties:

Client Outreach, Application Management, Documentation and Follow-Through:

- Coordinate and oversee the homeowner recruitment processes.
- Develop relationships with community, faith-based and social organizations.
- Assist clients with application process and review and oversee applications prior to forwarding to the Executive Director.

- Assure receipt of all required client documentation and communicate in a timely manner with clients regarding the status of their application.
- Assure that the agency is in compliance with funder eligibility requirements, and that reporting is complete and accurate.
- The Client Services Manager may be required to travel to communities in Dodge and Cuming Counties to meet with clients to ensure accuracy of the application process. (mileage reimbursed)

This position will work closely with the Executive Director, the Administrative Assistant/ Development Manager, and seasonal employees as a member of the RTPVE team.

This advertisement describes the general nature of work to be performed and does not include an exhaustive list of all duties, skills, or abilities required. Other duties may be assigned as deemed necessary.

Rebuilding Together, Platte Valley East is an equal employment opportunity employer and participates in the E-Verify program. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status.