

Associate Director of Client Services

Community Initiatives is an Oakland-based nonprofit organization providing more than 110 different nonprofit clients with fiscal sponsorship, including tax-exemption, accounting and financial oversight, risk management and insurance, legal compliance, grants management, and human resource services. Our fiscally sponsored projects (FSPs) represent various nonprofit sectors—arts and culture, education, environment, health, human services, and public affairs.

Job Summary

The Associate Director of Client Services reports to the Vice President of Client Services and is primarily responsible to ensure that high-quality services are delivered effectively to clients. The Associate Director will support the Client Services Team to uphold a strong customer service model with clear accountability for staff, innovate in order to be responsive to client's current and future needs, minimize Community Initiatives' exposure to risks, and lead a team of effective Client Service staff.

Job Responsibilities: The Associate Director will be responsible for the following:

Client and Team Management

- Oversees the work of the client services team to ensure high-quality services are delivered effectively and in a timely manner.
- Supervises team members and ensures they are trained, supported, and understand their role and responsibilities, particularly in the areas of grants administration, contracts and agreements review, insurance, lobbying, and client adherence to Community Initiatives policies and procedures.
- Responds, tracks, and resolves complex client escalations.
- Portfolio Management: continuously assesses the Client Services Team assignments to ensure appropriate client portfolios.
- Serves as the main point of contact for a small portfolio of fiscally sponsored projects (clients) as needed.
- Identifies issues that require legal support for the Client Services Team.
- Support the planning and execution of department retreats, in-service training and uplift professional development opportunities and professional growth of a team that inspires continual learning of staff.

Department Management and Business Optimization

- Provides leadership for process redesign, system improvements and business optimization that impact the full lifecycle of an FSP from application through off-boarding.
- Develops, implements, and maintains a process to effectively assess the quality of our services, including the annual survey.
- Manages external relationships with vendors and key partners for the Client Services Team.
- Leads process to implement strategic plan objectives and metrics for department.
- Leads cross departmental collaboration working closely with finance and human resources to ensure high quality service delivery.

New Business and Sector Leadership

- In partnership with the VP of Client Services, identify and pursue business development opportunities
- Leads the initial screening process of potentially new FSP candidates that have applied, including the write-up of their project to the board.
- Leads the due diligence process for potential FSP candidates to ensure charitability, mission alignment, financial viability and social impact
- Oversees the onboarding of new FSPs.
- Builds visibility and awareness of Community Initiatives among key audiences by representing Community Initiatives externally.

- Provides leadership regarding fiscal sponsorship compliance and industry best practices.

Qualifications

- Demonstrated ability to prioritize amongst multiple commitments simultaneously in a fluid environment.
- Strong understanding of best practices in nonprofit financial and data management.
- Excellent project management skills with high attention to details.
- Demonstrated ability to effectively review legal contracts and complex documents.
- Outstanding communication skills, both verbal and written, to effectively communicate complex concepts in a clear, understandable manner.
- Strong interpersonal skills and an ability to build rapport with partners and stakeholders.
- Advanced analytical abilities and problem-solving skills to quickly evaluate complex issues and identify options for resolution.
- Ability to work with and manipulate data from multiple sources, assimilate and present information in a clear and concise manner.
- Familiarity with grant-making, particularly government agreements and fee-for-service contracts.
- Strong strategic and critical thinking.
- Adept at reviewing non-profit financial reports.
- Be a systemic thinker and have an ability to incorporate new technology to enhance productivity.
- Ability to work independently and as part of a dynamic team.
- Thrives in a fast-paced environment.
- Consultative, flexible and creative.
- Knowledge of MS Office Suite and Salesforce.
- BA Degree and 7-10 years of relevant work experience in nonprofit management, client/donor customer service, consulting, or business administration.
- Understanding the field of fiscal sponsorship.
- Experience leading a team.

Working for Community Initiatives

This is a full-time position and will have the possibility of working partially remotely

Community Initiatives offers a competitive salary of \$100,000 - \$125,000/year based on experience and a comprehensive benefits package including:

- Fully paid medical, dental and vision
- 401k with employer match
- Basic life insurance, AD&D, STD & LTD
- 4 weeks of vacation
- 11 paid holidays
- 4 floating holidays

Application Instructions

Interested candidates should submit a cover letter with salary requirements and resume to jobs@communityinitiatives.org

Equal Employment Opportunity

Community Initiatives is an equal opportunity employer and gives consideration for employment to qualified applicants without regard to age, race, color, religion, creed, sex, sexual orientation, gender identity or expression, national origin, marital status, disability or protected veteran status, or any other status or characteristic protected by federal, state, or local law.