

Client Services Manager

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.

Summary:

Community Initiatives Client Services Department delivers high quality client relationship management to our nonprofit clients. Serving as the main point of contact for a portfolio of clients, the Client Services Manager provides exceptional service, support and guidance to ensure that clients' objectives are met. This position works independently with diverse projects of all levels of complexity and maturity which involves critical analysis of issues and proposals of solutions. In addition, autonomously delivers services to clients while providing advice on operations, administration, and risk mitigation. Located in Oakland or Los Angeles.

Essential Job Functions:

- Independently identifies and matches appropriate services to support client needs which may include diversified funding, numerous contracts and sophisticated financial reporting
- Monitors client's performance while maintaining professional relationships and ensuring customer satisfaction meets client's expectations/demands
- Collaborates with Community Initiatives' Team on evaluating/investigating policies and processes to identify potential compliance risk while reporting and advising assessments to management
- Reviews contracts and grants
- Manages grantmaking programs for a portfolio
- Negotiates contracts based on policy and recommend for approval
- Administers grants and support audits
- Applies knowledge of insurance rules to interact with insurance companies on basic issues i.e. waivers, planning events
- Resolves problems as they arise by actively listening to clients and proposing solutions to management based on comprehensive understanding of client's circumstances, desires and issues
- Communicates, educates and explains solutions except for those involving complex and sensitive HR issues
- Contributes to planning efforts for Client Services Team and clients by coordinating goal setting and planning efforts to include creating documents/exhibits, summarizing findings and appropriate follow up
- Supports leadership team in evaluating potential clients by conducting analysis of overall fit with Community Initiatives' strategies
- Designs and leads client training on Community Initiatives' services

- Verifies documentation is collected and reported according to Community Initiatives' standards for accuracy, completeness and timeliness
- Provides support to Client Service Management and executive leadership by providing information and feedback
- Provides data analysis, research and reporting as it relates to project satisfaction and improving Client Services
- Provides guidance regarding fiscal sponsorship compliance and industry best practices
- Communicates regularly with management on activities and on pertinent operational or human resource issues

Qualifications

Desired Qualifications

- BA/BS Degree in a related field
- 3-5 years of non-profit experience
- Experience managing fiscally sponsored projects with advanced knowledge in fiscal sponsorship federal, state and local law/regulations to evaluate compliance risks and to apply to industry theories into best practice
- Experience in grant making or grant writing
- Ability to read and understand legal contracts and provide opinions for contract, grant administration and insurance issues
- Advanced coaching/mentoring skills with the ability to develop projects and convey complex concepts in a clear, understandable manner
- Outstanding communication skills, both verbal and written to effectively communicate through all mediums one-on-one and with small groups while displaying the ability of active listening to understand varying viewpoints and receive feedback
- Ability to work across departments to provide excellent service to clients
- Project management skills to lead a team, prioritize personal and team tasks and see projects through from inception to completion
- Advanced analytical abilities and problem-solving skills to quickly evaluate complex issues, identify options for resolution
- Ability to work independently and be part of a dynamic team
- Thrives in a fast-paced environment
- Consultative, flexible and creative
- Knowledge of spreadsheet applications and other office software, Excel, Word, Power Point, and Salesforce

Physical Demands

- While performing the duties of this Job, the employee is regularly required to sit, use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to stand; walk and reach with hands and arms. The employee must occasionally lift and/or move up to 30 pounds.

Working for Community Initiatives

This is a full-time, exempt position that includes extensive benefits and a competitive salary commensurate with experience, \$75,000-\$85,000/year. This position is currently working in a hybrid mode with one day/week in office (Oakland or Los Angeles).

Community Initiatives offers a comprehensive benefits package including:

- Fully paid medical, dental and vision
- 401k and 5% employer match
- Basic life insurance, AD&D, STD & LTD
- 4 weeks of paid vacation
- 12 days of paid sick leave
- 11 paid holidays
- 4 floating holidays

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

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.