

## **Client Services Coordinator, Non-Profit in Richmond, VA**

### *Overview*

We are seeking a **Client Services Coordinator** for our client **project: HOMES** a growing, non-profit organization that uses an all-encompassing approach to housing challenging the misconceptions of what defines affordable housing through the production and preservation of high-quality affordable homes, large-scale home repairs, and improved accessibility and energy efficiency for existing homes.

This addition to the team is non-supervisory responsible for keeping annual production on schedule by qualifying program applicants, managing wait lists by localities, and other duties, as needed. Reports to the Director of Client Services (Affordable Housing).

Project:HOMES employs about 60 team members with a budget of approximately \$25M located in Richmond, VA (easy access on and off the Midlothian Turnpike and Chippenham Parkway.) Learn more at [www.projecthomes.org](http://www.projecthomes.org). Come grow with us!

### *Summary of Job Responsibilities and Requirements (approx.% of time)*

- Qualify eligible clients for home repair assistance. This task includes, but is not limited to: selecting applicants, distributing applications, following-up with clients regarding missing documentation, answering client questions and explaining program aspects to clients, scheduling appointments to meet with clients, compiling and securing sensitive client information, and completing calculations using obtained income and asset documentation. For programs with limited or insufficient waiting lists, the Client Services Coordinator will be responsible for coordinating marketing / outreach efforts to build a larger client pool. ~ 65%
- Maintain client waiting lists by keeping accurate, updated, and organized records after every client contact as well as documenting client information in the internal database.
- Assist the rest of the Client Services team by screening new program applicants and completing initial client intakes. ~ 25%
- Work closely with Affordable Housing Program Managers to quickly respond to any changes in the production plan to ensure each assigned program has enough qualified clients. ~ 10%
- Represent the organization in a professional manner to all clients, agency partners, and internal personnel.
- Perform other duties as assigned.

### *Key Qualifications, Skills, and Abilities*

- Bachelor's degree in business, communications or related discipline preferred; combination of experience and education will be considered in lieu of formal education.
- Minimum 3 years' work experience in Customer Service, Finance &/or Social Work administration; working with the public.

- Evaluating information to determine compliance with program standards.
- Familiarity with Microsoft Office Suite, teleconferencing, data entry and database mgt.
- Effectively work in a collaborative team environment leveraging oral and written communication skills.
- Promotes and adheres to the company's mission, vision and values, policies, and applicable laws in a fair and equitable manner.
- Represents the organization in a professional manner to all clients, vendors, and internal personnel.
- Typical workdays and hours are Mon. through Thurs. 8 AM to 5 PM on site and then Fri. 9 AM – 1 PM remote.
- Successfully complete pre-employment background screening.

***Competitive Salary & Benefits Package*** including health, dental, vision, life insurance, LTD, paid time off, and 401(k) contribution! Professional development opportunities and support. Work life balance and opportunity for some teleworking! The salary range is about \$44k to \$47k depending upon related credentials and work experience. This is an overtime pay eligible role.

***Apply*** with your resume at <https://warrenwhitney.isolvedhire.com/jobs>. This position will remain open until filled.

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