



Position: Client Services Manager
Organization: SBP – Western Kentucky
Reports to: Manager of NGO Partnerships, Share Program

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About SBP

SBP, a social impact organization focused on disaster resilience and recovery, **solves the challenges facing at-risk communities** and scales impact with a proven model that brings the rigor of business and innovation to reduce risk, create resilient communities and streamline recovery. By taking this holistic approach, SBP shrinks the time between disaster and recovery. SBP does this in three connected ways—prepare, shape and build:

1. SBP **prepares** individuals, communities and organizations to mitigate risk and speed recovery.
2. SBP **shapes** federal policy and system change and state and local disaster recovery programs to be more efficient and effective.
3. SBP **builds** resilient communities efficiently and effectively and shares our proven model and approach with others.

Position Summary

The Client Services Manager will lead on the ground client services and case management efforts in areas of Western Kentucky that were impacted by the tornados in December 2021. This leader will identify a minimum of 50 under resourced clients eligible for our construction services – specifically Fortified roof installations. They will guide clients through the applications process and recommend clients for approval. The Client Services Manager will provide technical support and training to local partner nonprofits and community organizations. With a dual focus on identifying clients for construction services and building the capacity of local organizations, the Client Services Manager will ensure that at least 200 under-resourced families' homes are rebuilt and many more are able to access additional funding from the FEMA.

The Client Services Manager may supervise one or more other team member(s). This position will be based in or around the Dawson Springs or Mayfield areas.

Primary Responsibilities

- Source eligible clients for construction services and guide them through the application and construction process
- Provide technical support and training on case management and clients services to local partners
- Establish a referral network of partner organizations for referrals
- Document each client's bio, before and after photos, contact info in Salesforce
- Utilize Toyota Production System tools and methodology and focus on continuous improvement
- Develop and maintain daily/weekly reports on the status of all pending clients

Other Responsibilities and Requirements

- Embody the values, mission and vision of SBP in your communication and interaction
- Effectively and positively manage multiple projects and people
- Work productively with limited supervision
- Experience and/or willingness to work effectively with community members, team members, NGOs with diverse backgrounds and skills sets

- Clear communication skills – verbal and written
- Proficiency in Salesforce, Google Suite and common applications and platforms

SBP is an equal opportunity employer and adheres to all applicable city, state and federal laws regarding equal employment opportunity and hiring practices.

All qualified applicants will receive consideration for employment without regard to age, race, color, religion, gender, creed, national origin, physical or mental disability, marital status, veteran status, disabled veteran status, or status as a member of any other protected group or activity.

It is the policy of SBP not to discriminate against any individual, person, or group on the basis of disability and the intent of SBP to address any complaints that may arise pursuant to Section 504.