



GREEN BUILDING INITIATIVE POSITION DESCRIPTION

POSITION TITLE: Manager, Client Services & Engagement

Organization

The Green Building Initiative (GBI) is a 501c3 not-for-profit organization whose mission is to reduce climate impacts by improving the built environment. We deliver education, standards, assessments, and certifications developed by an inclusive and collaborative global network.

GBI makes aspirational goals achievable through user-friendly tools built upon comprehensive standards and supported by outstanding staff and expert assessors. As a nonprofit community, we are educators and coaches first, supporting performance improvement of all buildings.

Our initiatives promote the use of GBI's Green Globes® building rating system for private commercial buildings and GBI's Guiding Principles Compliance® third-party assessment program for achieving federal building sustainability requirements. This third-party certification lowers risks for owners and ensures that both buildings and the teams who build and operate them are better able to achieve desired performance outcomes. We measure our impact in achieving our mission in several ways, including growing the number of building owners that achieve certification of individual buildings, building projects, and portfolios of buildings.

Compensation & Benefits

\$60,000 + association-wide bonus opportunity, full-time employees receive medical, vision, dental, life, short- and long-term disability insurance, parental leave, and a retirement matching program. GBI employees enjoy paid-time-off (PTO) that is accruable based on a schedule and all employees are eligible for paid sick leave. Additionally, GBI is a 100% virtual organization.

Supervisor

VP, Programs & Services

Travel Requirements

Client services managers are required to travel and participate in events where GBI hosts booths and tabletops. These events are throughout the year and efforts are made to spread out assignments between staff members. Travel requirement is estimated at 10-15% or two times per quarter.

Supervisory Responsibilities

This role has no supervisory responsibilities.

Responsibilities

Specific

CLIENT SERVICES – PUBLIC AND PRIVATE SECTOR (60%)

- Provide highly detailed project management and administration of building certification projects, often with tight deadlines.
- Proactively follow up with clients as needed to ensure their projects stay on schedule.
- Address client questions regarding the assessment process and next steps and facilitate getting answers to technical questions from GBI technical support staff.
- Facilitate assessor introduction and assessment scheduling.
- Administer assessment reporting, including review by GBI technical staff, quality control, and issuance of reports to clients.
- Provide additional support as needed and/or requested for high-volume clients, such as delivery group training, communicating with multiple levels of personnel regarding the project(s), and finding solutions to project barriers.
- Log all client communication in Salesforce.com and ensure adherence to GBI standards regarding Salesforce usage and data entry.
- Act as a liaison between the client and GBI technical experts.
- Schedule and facilitate conference calls for clients, pulling the appropriate GBI technical expert in for consulting, as necessary.

BUSINESS DEVELOPMENT/SALES SUPPORT (25%)

- Provide backup as needed for administration of sales activities, such as quoting, order processing, vendor setup, contract administration, A/R collection, etc.
- Coordinate with accounting as needed regarding client invoicing.
- Support clients on live chat and escalate inquiries as necessary to senior staff.
- Address inquiries submitted through the website or info@thegbi.org and escalate project inquiries as necessary to senior staff.
- Encourage and sell the use of new products and modules offered under the GBI brand.
- Assist in the development of promotional and marketing materials as needed.
- Attend conferences and other events as requested and follow up with leads as appropriate.
- Schedule and conduct lunch & Learns and calls with prospective clients.
- Follow up and vet leads as requested, including but not limited to:
 - Green Globes Emerging Professionals, Green Globes Professionals, Guiding Principles Compliance Professionals, Green Globes Fellows, and Guiding Principles Compliance Fellows.
 - Webinar Attendees.
 - Owner/Managers of previously certified buildings.
 - Live chat, website, phone calls, and info box inquiries.
- Log all client communication in Salesforce.com and ensure adherence to GBI standards regarding Salesforce usage and data entry.

EDUCATION AND MEMBERSHIP (10%)

- Follow up on membership/community leads and address questions as needed.
- Work closely with VP, Engagement and Senior Director, Membership & Community to follow up with large and small potential members and work together on building cases for renewals.
- Support targeted outreach efforts in new markets.
- Assist with creation and delivery of curriculum for client training and professional development:
 - Create/edit PowerPoint presentations as requested.
 - Deliver presentations on webinars or in-person as requested.

- Support creation of and continuous updating of Green Globes, Emerging Professionals, Green Globes Professionals, Guiding Principles Compliance Professionals, Green Globes Fellows, and Guiding Principles Compliance Fellows trainings.
- Assist with managing Continuing Education Provider credentials through all applicable associations (as backup)
- Assist clients pursuing GBI offered training programs, including Green Globes Emerging Professional, Green Globes Professional, Guiding Principles Compliance Professional trainings.
- Award and distribute training certificates as necessary for training programs and webinars.
- Administer Green Globes Assessor webinars and newsletters quarterly.

ADMINISTRATION (5%)

- Assist with administrative data entry as needed.
- Perform Salesforce “auditing” on a weekly basis and as needed.
- Create procedures guidance for miscellaneous processes.
- Pull reports from Salesforce, organize data, and create spreadsheets as needed.
- Test new products, materials, and modules offered under the GBI brand.

First Three Months - Training Requirements

- Formal - Green Globes Professional training & certification.
- Formal - Guiding Principles Compliance training & certification.

Requirements

- Work remotely without supervision with the assurance of quiet and stability appropriate for a work environment.
- Provide your own internet access. Minimum download speed is 15 mbps (30+ mbps recommended). Minimum upload speed is 2 mbps (5+ mbps recommended).
- Occasional travel is required; training in one or more locations.
- Candidate must reside within the United States.

Qualifications

- 2-3 years of office experience preferred.
- Strong organizational skills and high detail orientation.
- Sales or fundraising experience is extremely helpful; confidence asking for money is required.
- Exceptional customer service orientation.
- Strong problem solving and decision-making ability.
- Online Webinar Platform Experience (MS Teams, Zoon, and/or GoToWebinar).
- Advanced level writing/content creation skills.
- Technical aptitude with strong computer literacy; proficiency with Microsoft Office.
- Excellent written and verbal communication skills.
- Initiative-taking and proactive, capable of working with limited supervision.
- Fluent in second language a plus.

Education

- Required – associate degree in related field or an equivalent combination of education and work experience.