

## GREEN BUILDING INITIATIVE POSITION DESCRIPTION

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**POSITION TITLE:** Manager, Client Services & Engagement

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### 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.

### HOW WE DO IT

We are passionate about third-party certification for its benefits, including lowering risks for owners and ensuring that both buildings and the teams who build and operate them are better able to achieve desired performance outcomes. We measure our impact toward our mission in several ways, including growing the number of building owners that achieve certification of individual buildings, building projects, and portfolios of buildings.

Our initiatives promote the use of GBI's Green Globes® building certification for commercial, multi-family, and institutional buildings as well as GBI's Guiding Principles Compliance® third-party assessment program for U.S. federal DOD and non-DOD buildings. A newer offering is GBI's Journey to Net Zero program, which guides portfolios through a continuous improvement approach toward the goal of net zero energy and/or carbon. GBI's programs are recognized in the U.S. and Canada at federal, state/provincial, and local levels. GBI is also pursuing an incremental global growth plan and has certified and assessed properties in several countries outside of the United States and Canada, including close to one million square feet in the United Arab Emirates and additional projects in Mexico and Brazil.

### 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

Senior Director, Client Services & Engagement

### SUPERVISORY RESPONSIBILITIES

This role has no supervisory responsibilities.

### TRAVEL REQUIREMENTS

Client services managers are required to travel and participate in events where GBI attends for the purposes of business development. 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.

## RESPONSIBILITIES

### Client Services & Sales Support (60%)

- Provide highly detailed project management and administration of building certification projects, often with tight deadlines and across a range of U.S. and international clients.
- Apply strong analytical and problem-solving skills to address project challenges, support decision-making, and continuously improve service delivery.
- Facilitate assessment related communications including client inquiries and interfacing, fielding technical questions using GBI's knowledge base or in coordination with technical support staff, and assessor introductions and assessment scheduling.
- Administer assessment reporting, including review by GBI technical staff, quality control, and issuance of reports to clients.
- Provide tailored support to clients, such as delivering group training, communicating with multiple levels of personnel regarding the project(s), and coordinating solutions to project barriers.
- Coordinate and lead calls or meetings with clients, including the appropriate GBI technical staff or subject matter experts to ensure seamless services and resolution of technical concerns.
- Support clients via email, phone, and on live chat, and escalate inquiries as necessary to senior staff.
- Provide backup as needed for sales operations, including quoting, order processing, Aging Revenue collection, and other actions as needed.
- Collaborate with accounting as needed regarding client invoices and to resolve any invoice issues.
- Log all client communication in Salesforce.com and ensure adherence to GBI standards regarding Salesforce usage and data entry.
- Use Monday.com for coordinating special projects, various processes, and selected tasks.

### Business Development & Membership (30%)

- Lead and support targeted outreach efforts in new domestic and global markets and for specific building verticals.
- Encourage the use of new products and modules offered under the GBI brand and understand changes to GBI's offerings to ensure seamless experiences for clients.
- Assist in the creation and refinement of promotional and marketing materials, bringing an analytical lens to market positioning and client targeting.
- Attend and represent GBI at conferences and other events as requested and coordinate with Engagement team on follow up with leads.
- Schedule and conduct Lunch & Learns, webinars, calls, and other educational offerings as needed with prospective clients and stakeholders.
- Support lead generation and follow-up from a wide range of sources (e.g., credentialed professionals, webinar attendees, previously certified building owners/operators, inbound inquiries).
- Collaborate with Membership team to building compelling cases for new memberships and renewals.

### Education (5%)

- Assist in developing and delivering curriculum for GBI community, including existing and prospective clients and credentialed professionals.
- Edit and produce PowerPoint and webinar materials, and present content live or recorded as needed.
- Assist clients pursuing GBI offered training programs, including Green Globes Emerging Professional, Green Globes Professional, Guiding Principles Compliance Professional trainings.
- Help coordinate and administer Green Globes Assessor Roundtables and newsletters quarterly.
- Contribute to the continuous improvement of GBI's training programs, including those for credentialing pathways such as Green Globes Emerging Professional and Green Globes Professional (as back up).
- Assist with managing Continuing Education Provider credentials through all applicable associations (as backup).

### Administration (5%)

- Assist with administrative data entry as needed.
- Contract administration as needed.

- Conduct routine Salesforce audits to ensure data integrity and compliance with internal standards.
- Create and update procedures guidance for internal processes.
- Pull reports from Salesforce, organize data, and create spreadsheets as needed.
- Test new products, materials, and modules offered under the GBI brand.

## REQUIREMENTS

- Ability to work remotely without supervision in a quiet and stable work environment.
- Internet access (non-reimbursable) with minimum download speed 15 mbps (30+ mbps recommended) and minimum upload speed 2 mbps (5+ mbps recommended)
- Occasional travel for training and events
- All employees are required to reside and work within the United States, preferably on the West Coast and in the Pacific Time Zone.

## QUALIFICATIONS

- 2-3 years of professional experience preferred, ideally in a client-facing or administrative role
- Demonstrated analytical skills, including problem solving, process improvement, and sound decision-making
- Strong organizational skills and attention to detail, with the ability to manage multiple projects and deadlines
- Exceptional customer service orientation with a solutions-focused mindset
- Experience with project management tools and CRM systems, particularly Salesforce
- Advanced level writing and content creation skills, with ability to tailor messages to different audiences
- Technical aptitude with strong computer literacy, including proficiency with Microsoft Office
- Excellent written and verbal communication skills across phone, email, and virtual platforms
- Initiative-taking and proactive, able to work with limited supervision
- Comfort working with international clients and across global time zones
- Experience with Online Webinar Platforms (MS Teams, Zoom) and Learning Management Software are a plus
- Fluency in a second language is a plus

## EDUCATION

- Associate's degree in related field or equivalent combination of education and work experience

## We Encourage All Interested Candidates to Apply

GBI recognizes that not all candidates will meet every qualification listed. We know that skills and experience can be gained in many ways, and we value diverse perspectives. If you're excited about this role but don't check every box, we encourage you to apply.

## APPLICATION METHOD

Please send your resume and cover letter to [careers@thegbi.org](mailto:careers@thegbi.org).