



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

Organization:

The Green Building Initiative (GBI) is a 501c3 not-for-profit organization whose mission is to improve the built environment and reduce climate impacts through exceptional education, tools, standards, and assessments that deliver sustainable, healthy, and resilient buildings.

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:

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.

How we are unique/work-at-home requirements:

There are many unique attributes to GBI. Important to candidates for employment, we are a 100% virtual organization. Candidates must be able to work from home with the assurance of quiet and stability appropriate for a work environment. Employee must provide own internet access. Occasional travel is required; training in one or more locations is required.

Compensation & Benefits: \$50,000 to \$55,000 + association-wide bonus opportunity, full-time employee with medical, dental, life, short- and long-term disability insurance, and a retirement matching program. GBI employees receive 40 hours of paid sick time each year plus paid time off (PTO) that is accrued on a schedule.

Supervisor: Sr. Director, Client & Program Services or Sr. Manager, Client Services & Engagement

Overview: Full-time, immediate need. Enthusiastic, highly organized Manager, Client Services and Engagement sought for non-profit operating as a virtual organization serving private sector and government clients. This position requires exceptional customer service orientation, technical aptitude with strong computer literacy, as well as strong problem solving and decision-making skills. High attention to detail, proficiency in Microsoft Office is required and some experience in sales or fundraising is helpful. Prior experience with Salesforce.com and/or databases is a plus. Two years of experience in an office environment preferred. While there is no specific location requirement, applicants must have the ability to work from home

during normal business hours with assurance of quiet and stability appropriate for a work environment. Training will take place in several U.S. cities in the first three months. Occasional travel is required. This is a unique opportunity to join a sustainability organization with a highly dedicated team.

Responsibilities:

1. Client Support – 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 project stays 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.
- Administer fulfillment of assessment recognition items (e.g. plaques, certificates), including client follow up, coordination of personalization (as necessary), and interfacing with external vendor.
- Provide additional support as needed and/or requested for high-volume clients, such as delivering group training, communicating with multiple levels of personnel regarding the project(s), and finding solutions to project barriers.
- Log all client communication in Salesforce and ensure adherence to GBI standards regarding Salesforce usage and data entry.

2. Sales Development/Support (20%)

- Provide assistance in the administration of sales activities, such as quoting, order processing, vendor setup, contract administration, A/R collection, etc.
- Coordinate with Controller/Accounting as needed regarding client invoicing.
- Support clients on live chat and escalate or follow up on new project inquiries
- Address inquiries submitted through the website or info@thegbi.org
- Follow up and vet leads as requested, including but not limited to:
 - Green Globes Professionals & Guiding Principles Compliance Professionals
 - Webinar/ event attendees
 - Owners/managers of previously certified buildings
 - Live chat, website, and info box inquiries
- Log all client communication in Salesforce and ensure adherence to GBI standards regarding Salesforce usage and data entry.

3. Education and Membership (20%)

- Follow up on membership/community leads and address questions as needed.
- Work closely with Sr. Director of Engagement and Director of Membership and Community and staff to follow up with large and small potential members and work together on building cases for renewals.
- Support membership staff in ensuring all memberships are entered into Salesforce and tracked properly; assist in conducting follow up on membership dues.
- 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 continuous updating of Green Globes Professional training
- Support continuous updating of Guiding Principles Compliance Professional training
- Manage Continuing Education Provider credentials through all applicable associations.

Requirements:

- Ability to work from home with assurance of quiet and stability appropriate for a work environment.
- Employee must provide 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 will take place in Portland, ME and/or Denver, CO

Qualifications:

The successful candidate should have the following knowledge and characteristics:

- 2 years of office experience preferred
- Ability to manage several tasks at a time, recognize high priority tasks
- 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
- Advanced level writing/content creation skills
- Technical aptitude with strong computer literacy; proficiency with Microsoft Office
- Excellent written and verbal communication
- Self-motivated and proactive, capable of working with limited supervision
- Experience using Salesforce.com strongly preferred
- Online Webinar Platform Experience (Zoom and/or GoToWebinar) is a plus
- Experience working with community building a plus
- Experience with a Learning Management System a plus

Education:

Associates degree in related field or an equivalent combination of education and work experience. Bachelor's degree preferred.