



## 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 an international nonprofit organization whose mission is to reduce climate impacts by improving the built environment through education, standards, and assessments 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**

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**

There are many unique attributes to GBI. Important to candidates for employment, we are a 100% virtual organization.

#### **Compensation & Benefits**

\$57,000 + association-wide bonus opportunity, full-time employee with medical, vision, dental, life, short- and long-term disability insurance, and a retirement savings matching program. GBI employees enjoy 48 hours of guaranteed sick leave, paid holidays, and paid-time-off (PTO) that is accruable based on a schedule.

#### **Travel Requirements**

Client services managers are requested 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.

**Supervisor:** Director, Client Services & Engagement

#### **Responsibilities**

- **CLIENT SERVICES – PUBLIC & 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 or personalization (as necessary), and interfacing with external vendor(s)
  - 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.com and ensure adherence to GBI standards regarding Salesforce usage and data entry
  - Acts 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](mailto: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 and Green Globes Fellow & Guiding Principal 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 Sr. Director of Engagement and Director of Membership 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, and Green Globes Fellows & 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 on a quarterly basis
  
- **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

### Requirements

- 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. 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.
- Preferred working hours for this position are 11am ET to 8pm ET, 10am CT to 7pm CT, 9am MT to 6pm MT or 8am PT to 5pm PT for west coast coverage.

### Qualifications

- French and/or Portuguese language skills are a plus
- 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, Zoom 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
- Self-motivated and proactive, capable of working with limited supervision
- Experience working with community building is a plus
- Experience with Learning Management System is a plus



- Green Globes® Professional (GPP) certification extremely beneficial

**Education**

Associates degree in related field or an equivalent combination of education and work experience.