Tech Services Client Engagement Manager

The Tech Services Client Engagement Manager will work to build the capacity of nonprofit organizations to utilize technology to better meet their mission. The role of the Client Engagement Manager will be to ensure that nonprofits have access to optimal solutions to meet their organizational objectives. The Client Engagement Manager is often the first point of contact for our nonprofit clients. This position reports to the Director of Technology Services & Consulting, and is responsible for:

- Ensuring that nonprofits are matched with appropriate resources to meet their needs
- Providing superior client service from initial inquiry to project hand-off
- Serving as a primary promoter of 501 Commons resources and services, in particular technology resources and services
- Providing supervision of the Program Support Specialist (direct report)

Essential Functions

Client Inquiries

- Create and steward relationships with potential clients through the information, referral, and scoping process that result in a feeling of partnership
- Serve as initial point of contact for potential client inquiries (phone and email) in a manner consistent with 501 Commons' brand and standards
- Set appropriate expectations regarding 501 Commons services, pricing and timeline
- Refer potential clients to information, resources, other providers, and other 501 Commons services as appropriate
- Respond to, or delegate to appropriate staff, questions and issues on a range of tech topics
- Maintain client information and documentation in CRM to ensure a smooth "hand-off" of relationship to appropriate team members

Develop Client Scopes & Follow up

- Work with Tech Services managers to create Scopes of Work which include elements of the project, deliverables, and price for consulting services
- Maintain templates and consistency of Scopes of Work for all clients
- Maintain CRM with signed scope information and other client data
- Shepherd scopes through signing and process signed agreements with a clean hand-off to project managers

Tech Services Management Team

- Participate in Tech Managers meeting every three weeks
- Represent client interests and advocate for client engagement issues
- Partner with service teams to ensure solutions align with best practices
- Provide reports and ensure all inquiries have an appropriate action plan

- Keep service managers informed of pipeline status and opportunities for expanded business
- Ensure consistency of engagement processes, drive process and system improvements
- Providing supervision of the Program Support Specialist who provides admin support to the Tech Services team, Plan IT program, as well as some general org support (direct report)

Services Outreach

- Work in partnership with the Director of Technology & Consulting to follow up on outreach activities as appropriate (outreach activities may include conference tabling, Brown Bag sessions or community presentations)
- Work in partnership with the Community Engagement & Business Development team to develop promotional information on 501 Commons' services
- Maintain the Tech Services pages content on 501 Commons' website
- Serve as a key promoter of 501 Commons' Tech Services for community events
- Present onsite to existing and prospective clients to educate and inform, as appropriate
- Develop new processes to cross promote services across current clients

Qualifications

Team Skills

- Prior volunteer or work experience in the nonprofit sector
- Passionate about the ability of technology to transform the nonprofit sector
- Adaptable, creative, and proactive
- Critical thinker with strong analytical skills – proven ability to identify trends, develop strategies, and implement solutions
- Self-starter who possesses exceptional time management skills and has great attention to detail; must act independently and be self-motivated to prioritize and manage projects
- Excellent written and verbal communication skills
- Able to develop relationships quickly; well respected, trusted partner who others want to work with
- Driven to exceed customer and project goals, while contributing to a successful team
- Able to present technical subjects to diverse audiences in understandable terms
- Strong diplomacy skills; experience discussing difficult subject matter with clients
- Demonstrated ability to communicate effectively with clients on contract and billing issues
- Demonstrated ability to perform in a fast-paced work environment and to meet deadlines
- Previous experience supervising direct report(s) a plus

Technical Skills

- Ability to assist customers in clarifying their needs by drawing out details regarding the mission of their organization, challenges, timeline and budget
- Familiarity with nonprofit practices around fundraising, communications, program management and administration
- Ideal candidate will have familiarity with technology infrastructure concepts and practices (knowledge of network architecture, components and their purposes and best practices of data storage and security); database/application development (knowledge or awareness of the development process and an awareness of common tools and methods); and web development (knowledge or awareness of the web development process and an awareness of common tools and methods)
- Ideal candidate will have experience with a CRM system such as Salesforce.com, online collaboration tools and web content management systems

Salary & Benefits

- Flexibility: ability to set your own 40-hour per week schedule within a M-F, 8am to 6pm timeframe, including some working remotely and/or from home
- Collaboration with a small but highly professional, state-of-the-art technology team with numerous opportunities for professional development
- Generous benefits including paid time off, paid holidays, access to medical, vision and dental coverage and more
- Salary range: $45,000 - $55,000 depending on experience

Inclusiveness Statement

501 Commons is an equal-opportunity employer. We seek to recruit persons of diverse backgrounds and support the retention and advancement of diverse persons within the organization. We believe that having a board, staff, and volunteer corps with diverse personal and professional backgrounds enhances our ability to meet our mission.

501 Commons is committed to providing an inclusive workplace that includes people of diverse backgrounds and fully utilizes their talents to achieve its mission. We are committed to fostering and supporting a workplace culture inclusive of people regardless of their race, ethnicity, national origin, gender, gender identity, sexual orientation, socio-economic status, marital status, age, physical abilities, political affiliation, creed, religious beliefs or any other non-merit fact, so that all employees feel included, equally valued and supported.

How to Apply

To apply for this position, please email a cover letter and resume, with the position title in the subject line, to techjobs@501commons.org. We look forward to hearing from you!