



Do you want a career doing work that changes lives? Do you have a desire to have an impact on your community?

Join CEDA, the Community & Economic Development Association of Cook County, as we serve over 200,000 residents each year!

Title: Client Relations Manager

Company: CEDA

Website: <https://www.cedaorg.net/>

Compensation: Commensurate with experience

Classification: Full Time; Exempt

Reports to: Associate Director

Supervisor Responsibilities: No

Location: CEDA Central at 567 W. Lake in Chicago, IL

Schedule: 8:30a – 5:00p; some nights and weekends as necessary; schedule subject to change based on program needs

Purpose: The Client Relations Manager is responsible for building, maintaining, improving, and strengthening CEDA's relationship with clients and the communities it serves. Works with marketing, outreach, production, training/quality, and leadership teams as they manage client expectations and concerns. Ensures the department service delivery model is meeting clients' needs.

Responsibilities:

- Client relations manager will work with clients to build strategies to overcome any challenges they are facing as they work through the Weatherization Process.
- Regularly and proactively checks in on clients to ensure they're satisfied with the service they received from CEDA and its contractors.
- Ability to assess the level of service and measures received by CEDA Weatherization and its contractors.
- Assists customers with navigating and understanding the steps/phases of Weatherization processes.
- Tracks, reports on, and is immediately responsive to client complaint/inquires and satisfaction of services, employees and contractors.

- Assists in the development of training content, based on client needs and experiences
- Schedule meetings, discussions, and teleconferences with stakeholders and visits client homes, as necessary, to strengthen the CEDA's relationship in the community.
- Research and understand client needs and customize existing service delivery model to meet client needs.

Qualifications:

- Bachelor's degree preferred or 5+ years of successful customer relations and/or outreach management experience.
- Must have knowledge of Utility programs, IHWAP, WAP, and residential and commercial construction best practices
- Must have knowledge of industry standards and safety regulations: OSHA, ANSI, NFPA and EPA rules and regulations.
- Must poses knowledge in: OMB Uniform Guidance, Organizational Standards, ROMA, 2CRF-200 and 10CFR-440 regulations and compliance.
- Experience with CRM platforms (e.g. Salesforce or similar) and custome solutions preferred
- Bilingual language abilities preferred but not required (English/Spanish)
- Experience in a nonprofit, social service organization, or a Community Based Organization (CBO) is a plus
- Proficient in MS Word, Excel, Access, Outlook, SharePoint, Internet (Explorer, Mozilla, Chrome)
- Experience working with various socioeconomic populations is a plus

Benefits: Medical, Dental, Vision, Life, 401K, and other benefit options

CEDA is proud to be an equal opportunity employer and drug free workplace. We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status. CEDA will provide reasonable accommodations for qualified individuals with disabilities.

This job description is not intended to represent a complete list of all duties and responsibilities. There may be unplanned activities and other duties assigned.