Title: Client Services Manager  
Reports to: Executive Director  
Job Classification: Exempt  

Kitchen Angels is seeking a Client Services Manager to join our team. The Client Services Manager is responsible for the day-to-day operations of the client services department. This individual is responsible for managing and supporting our clients, ensuring that all necessary documents is received, and communicating with the appropriate departments.

This is a full time position with potential for occasional overtime based on client needs. The position will be based out of our offices at Kitchen Angels. Acts as a liaison between Kitchen Angels and its clients. Works to resolve problems and ensures that services are delivered in a timely manner, as expected. Provides a strategic approach to client service. Ability to work independently, bring a project to completion and facilitate partnerships. Must demonstrate commitment to Kitchen Angels goals and mission. This role requires a candidate who is detail-oriented, able to multi-task, and have an entrepreneurial spirit. This role requires a candidate who is self-directed, organized, and able to work independently. The ideal candidate will have at least 3 years experience in a similar role. Bachelor’s degree preferred. Bilingual in Spanish and English preferred. Criminal background and motor vehicle checks required. $35,000 - $47,000 + benefits.

**Essential Functions and Responsibilities**
1. Assists with day-to-day activities of the organization  
2. Maintains client database and hard files  
3. Determines client eligibility through phone intake interviews and home visits  
4. Prepares statistics for monthly, quarterly and other reports as requested  
5. Works to ensure client satisfaction with Kitchen Angels service  
6. Develops procedures, establishes standards, and ensures that delivery occurs timely  
7. Attends staff meetings and assists in the evaluation of the program  
8. Coordinates with other departments as necessary  
9. Maintains good working relationship with volunteer base  
10. Screens and processes telephone calls  
11. Secures substitute volunteers  
12. Provides support for fund raising events  
13. Represents Kitchen Angels in the community as requested by the Executive Director  
14. Processes correspondence  
15. Ensures accuracy of the client database  
16. Provides office coverage as assigned by the Executive Director  
17. Implements fulfillment program for the cookbook  
18. Maintains good working relationships with members of the Board  
19. Perform other duties as assigned  

**Job Specifications Education and Experience:**  
- Bachelor’s degree preferred  
- Two (2) years of experience in a non-profit or social service field  
- Bilingual preferred-Spanish & English
Skills:
• Ability to work independently and bring a project to completion and facilitate partnerships
• Proven ability for public speaking and working with volunteers of all ages
• Computer skills including Access, Excel, Word and data reporting
• Strong language and communication skills (written and verbal)

Working Conditions:
• Willing to be flexible

Physical Effort Requirements:
• While performing the duties of this job, the employee is regularly required to talk and listen
• The employee is frequently required to reach with hands and arms; climb or balance; lift overhead; and stoop, kneel, crouch, or crawl
• This position requires frequent manual dexterity in combination with eye/hand coordination
• Will have repetitive hand motions and prolonged periods of sitting with occasional periods of standing
• Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus
• Must be able to lift and move up to 45 lbs.
• The noise level in the work environment is moderate

Send a letter of interest and resume to tmccarty@kitchenangels.org by 3 July 2023.