



Position: Client Services Manager

Time Commitment: Full-time (non-exempt) 40 hours/per week, some evenings and weekends

Reports to: Director of Programs and Services

Position Summary:

As a key member of the program team, the Client Services Manager plays an important role working closely with the Director of Programs and Services to manage the implementation of all programs and services. This position requires the flexibility and ability to work evenings and weekends as needed for special presentations and other events. Please note: This position is currently remote due to COVID-19.

Programs and Services Management:

- Manage all programs and services, such as the logistics related to protecting client privacy and accessing services online.
- Update and create processes and procedures for new and existing programming as necessary.
- Coordinate the implementation and maintenance of new and existing programs, including our Annual Cancer Conference.
- Provide ongoing support and/or case management functions in accordance with client requests.
- Provide backup of the Helpline.
- Assist the Director of Programs and Services in communicating with facilitators regarding the scheduling and implementation of programming.
- Track inventory for program supplies and order as needed.
- Provide training for volunteers as needed.

Evaluation and Data Management:

- Oversee data entry related to client services to ensure client follow-up, and accurate reporting.
- Implementation, tracking, and evaluation of all BACC programming, including special presentations, and other larger annual events such as our Annual Cancer Conference.
- Perform quantitative and qualitative data analysis.
- Maintain client services database, training manual, and data entry to ensure the accuracy of all client data.

Communications and Outreach:

- In collaboration with the Communications and Outreach Manager, develop outreach materials and program advertisements as needed utilizing Adobe InDesign, Vertical Response, and Word Press.
- Provide support with outreach to underserved communities, medical partners, and community partners to increase awareness of BACC programs and services.
- Maintain the BACC program calendar through a variety of platforms, including Adobe InDesign, Gmail, and the website.

Other duties and tasks as assigned.

Qualifications:

The ideal candidate will enjoy working in a supportive non-profit environment and have the following qualifications:

- Bilingual in Spanish required.
- Ability to work from our Palo Alto location every day of the week to support clients and volunteers.
- Strong data management skills and experience using data to guide decision-making and programmatic quality assurance.
- Knowledge of cancer-related issues desirable, in order to provide exceptional customer service to all clients and feel comfortable interacting with clients who may have recently received a cancer diagnosis or are currently in-treatment for cancer.

- Ability to manage competing priorities, while remaining client-focused and meeting deadlines.
- Excellent attention to detail, communication, organizational and interpersonal skills.
- High level of ethical conduct regarding confidentiality, and professional conduct.
- Experience with Microsoft Word, Excel, and Access; experience with Adobe InDesign a plus; significant experience with relational databases a plus.
- Able to work independently and as part of a team.
- Demonstrated initiative and follow-through.
- A sense of humor.
- Bachelor's degree in related field preferred and/or 1-3 years of experience.

If you are interested in this position, please contact Colleen Carvalho at Colleen@bayareacancer.org or call 650-326-6299 ext. 13.