



Client Services Manager – Interim

FLSA Status: Exempt

Work Week: Tuesday - Saturday, 40-Hours Per Week

Salary Grade: \$87,000, exempt

Benefits: North Helpline provides a comprehensive benefits package including: 100% employer covered medical (Kaiser), dental (Delta Dental) and vision (VSP) benefits; employer matching Simple IRA; PTO days, and holidays.

Reports To: Executive Director

Employment Term: October 1, 2024 – March 29, 2025

North Helpline works to make sure our neighbors have food on their tables and a roof over their heads. We do this by partnering with our neighbors to help build a community for all. North Helpline strives to provide services that are both accessible to and relevant for the wide cultural and demographic diversity reflected in our community. North Helpline's Food programs provide substantial food resources to approximately 1,400 unique households (comprising more than 3,500 individuals) in and around North Seattle/King County.

Position Summary:

The primary responsibility of the Client Services Manager is to ensure a welcoming, safe, and secure environment for our clients and volunteers. This role will supervise client services staff and actively identify ways to improve overall client experience within North Helpline. This role will also work directly with our clients to understand their needs and continuously work to improve service offerings within the organization.

To ensure the highest level of services are provided, additional duties and responsibilities may be assigned as needed.

Essential Duties and Responsibilities

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Be an active participant, evaluate, and improve the client experience at North Helpline, looking for opportunities to reduce barriers to service.
- De-escalate conflicts as needed.
- Ensure a safe and secure environment for neighbors and volunteers.
- Identify, build, and/or maintain strong relationships with neighbors, staff, volunteers, community partners, and potential donors.
- Work closely with Food Access team to facilitate four weekly food banks at two sites
- Work closely with Development team being a conduit to share our neighbors stories and impact of our work
- Be an active participant in leadership and staff meetings.



Client Services

- Supervise Client Services staff and volunteers
 - Orientate and train new Client Services Volunteers.
 - Identify volunteer training opportunities.
 - Call and run Client Services meetings
 - Ensure full coverage
- Ensure North Helpline's neighbors are fully informed of services offered at North Helpline, any changes in service, or upcoming closures.
- Evaluate Client Services Program through the lens of North Helpline's Mission, Vision, and Values.
 - Form and staff the Neighbor Advisory Committee
 - Create and report on key performance indicators tied to the strategic plan
- Lead Client Services team in identify additional services the people we serve would like to access and bring in partners to meet those needs.
 - Continue to build a referral services system that is relationship-oriented and helps neighbors access the support they need, even if it is not at North Helpline
 - Develop a more robust process for collecting metrics about our referral services across the CS team, measuring how many referrals we give and for what services
- Program Management
 - Monitor implementation of grants.
 - Monitor funding and data collection of all program-related reporting and documentation.
 - Maintain fiscal and contractual compliance with grants and other funding sources
 - Develop and monitor contracts and community partnerships that enhance the services provided.
 - Assist in the development of, and responsible for monitoring program budget and related expenditures
- Food Bank Operations
 - Welcomes clients and answers client questions or concerns.

Position Requirements:

The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Skills and Abilities

- Supervisory skills (Three - Five years' experience minimum leading a team) - Supervision of staff in Client Services Program. Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include interviewing, hiring,

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Locations in Lake City and Bitter Lake



and training employees; planning, assigning, and directing work monitoring performance; rewarding and disciplining employees; and addressing complaints and resolving problems.

- Leadership - Lead with empathy and be an effective resource for Client Service staff and volunteers.
- Professionally interact with volunteers, neighbors, contributors, government employees, elected officials, and other personnel in a culturally diverse environment.
- Trauma informed interactions with volunteers, neighbors, contributors, government employees, elected officials, and other personnel in a culturally diverse environment.
- Demonstrated a lived commitment to apply racial, gender and economic justice lenses in both personal and workplace contexts.
- Intermediate computer skills in Microsoft and Google suite of tools.
- Strong problem-solving skills, with experience building equitable, human-centered processes and finding creative solutions to balance competing priorities.
- Able to multitask in a random, busy, and dynamic work environment.
- Proficient in using technology as a management and reporting tool.
- Excellent verbal and written communication skills with exceptional attention to detail.
- Personal qualities of integrity, credibility, and a commitment to and passion for North Helpline's mission.
- Driver's License and ability to drive full sized vans.
- Strong de-escalation skills, especially when working with a diverse population.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Able to remain in a stationary position about 50% of the time
- Able to occasionally move about inside the office to access necessary office equipment and resources
- Constantly operate a computer and other office equipment, such as a scanner, copy machine, and printer.
- Constantly accesses, handles, and uses non-electronic resources
- Occasionally moves equipment and other office resources up to 50 pounds
- Occasionally move about the studio to include occasional positioning of self to maintain equipment, office supplies, tasks, etc.
- Ability to inspect, recognize, observe, assess, compare, detect, discern, and distinguish office resources, employee performance, necessary documents and reporting, and other organizational resources as needed.

Work Environment

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The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee is occasionally exposed to outdoor weather conditions. The noise level in the work environment varies.

Hiring Process / Timeline

North Helpline understands that hunger and poverty disproportionately affects the most marginalized people in society – including people of color, low-income people, women, and LGBTQAI+ people. We believe that these communities must be centered in the work we do. Therefore, we strongly encourage applications from people with these identities or who are members of other marginalized communities.

To apply, please email your resume and cover letter to search@northhelpline.org. with “Interim Client Service Manager” in the subject line. We will read your cover letter first; it’s important for us to understand if this is the right fit for you. In your cover letter, please be sure to tell us why you are interested in this job and working at North Helpline.

We will review applications on a rolling basis until the position is filled.